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SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: PROBATION ASSISTANT CODE: 8401

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in the investigation and supervision of Probation Department cases; supervises a caseload in the Family Support Section of the Adult Probation Department; interviews, investigates, reports and makes recommendations on non-support cases; maintains various case and departmental records; and performs related duties as required.

Requires responsibility for: Carrying out and explaining established orders, rules and regulations pertaining to the activities of an assigned unit in the Adult Probation Department; regular contacts by phone and in person with clients, representatives of outside agencies and the public; preparing and maintaining case files and departmental records; making oral and written reports of work performed.

EXAMPLES OF DUTIES:

1. Assists in the investigation and supervision of Adult Probation Department cases; may interview offenders, family, relatives and others; assists in the investigation of personal background, family history, education, employment and other pertinent factors; prepares memoranda and reports of information gathered; assists in the supervision of probationers and develops skill in counseling, establishing effective working relationships, learning referral sources and determining proper courses of action; assists probation officers in the maintenance of official case records and the preparation of reports, correspondence and studies.

2. Supervises an assigned caseload in the Family Support Section of the Adult Probation Department; maintains files on cases received from the civil courts and on voluntary referrals made by the District Attorney relative to child support payments; discusses failure to meet support payment orders with client by phone, in person or by correspondence; verifies statements of individuals concerning financial ability, employment, welfare status, criminal activity, medical conditions and other factors affecting ability to meet support payment orders; reviews all delinquent payment notices prior to mailing.

3. Evaluates client's ability to meet support orders; interprets pertinent laws, orders, rules and policies regarding support payments; evaluates and recommends to superior adjustment of payments; in cases referred by the District Attorney's office, makes recommendations relative to action to be taken to effect enforcement.

4. Contacts a wide variety of individuals, public agencies and private businesses and organizations to obtain information concerning delinquent accounts, including employer, relatives, attorneys, social service department personnel, state employment office; makes field contacts and investigations; conducts routine correspondence with out-of-state agencies.

5. Prepares and maintains case records and related departmental material; maintains a statistical report reflecting activities concerning assigned cases on a monthly basis; prepares forms, memoranda, correspondence and narrative reports; answers telephone and gives information regarding office activities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college or university with course work in the social or behavioral sciences; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: The principles and techniques of routine casework; the various factors affecting the behavior of adults, interviewing and investigative techniques and procedures; clerical and office procedures.

Requires ability to: Interview clients and obtain confidential information in

MINIMUM QUALIFICATIONS: (contd)

a tactful and courteous manner concerning personal, family, financial or other circumstances; exercise sound judgment in the assessment of family non-support payment problems; deal with members of various social, economic and ethnic groups in a non-judgmental manner; establish and maintain effective working relationships with clients, co-workers and the general public; compose routine correspondence; speak and write clearly and concisely.

Requires some typing skill sufficient to prepare routine forms, memoranda and letters.

License: Requires possession of a valid California Driver's License.

ADOPTED: 6/21/71

3 1223 06447 5321

CLASS TITLE: PROBATION OFFICER TRAINEE CODE: 8402

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, serves as a trainee in the adult and juvenile probation departments; assists in the investigation and supervision of probation cases; transports wards of the court; and performs related duties as required.

Requires responsibility for: learning established departmental methods and procedures; limited field contacts with adult and juvenile offenders and persons involved in the investigation process; assisting in the preparation of probation reports and departmental records.

EXAMPLES OF DUTIES:

1. Observes and assists in the investigations of juvenile and adult offenders; interviews accused, his or her family, associates, teachers, employers and other interested parties to obtain required information and develop interviewing and case work skills.
2. Observes and assists in the supervision of probationers to attain skills in counseling, develop effective relationships, interpret the conditions of probation, ascertain the need for referral to other agencies, and other aspects of probation work.
3. Transports wards of the court and arranges for medical, psychiatric and psychological examinations and treatments; participates in juvenile hall and boys ranch school activities to become familiar with the operations of the facilities.
4. Visits adult detention facilities to interview and report on probationers in custody; conducts routine correspondence with out-of-state agencies on probationers fined or assessed by the court for non-support, alimony or other reasons.
5. Assists probation officers in the maintenance of official case records and the preparation of reports, correspondence and special studies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences;or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the social and environmental factors affecting behavior of juveniles and adults and the techniques used in dealing with offenders.

Requires ability to: exercise sound judgment in the assessment of juvenile and adult personality disorders; develop skills in interviewing and investigation work; establish and maintain effective working relationships with juvenile and adult offenders, judges, the general public and co-workers.

CLASS TITLE: PROBATION OFFICER TRAINEE (continued) CODE: 8402

License: Requires possession of a valid state motor vehichle operator's license.

PROMOTIVE LINES:

To: Probation Officer, Juvenile Court
Adult Probation Officer

From: Original entrance examination

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: TRAFFIC AND TRUANCY HEARING OFFICER CODE: 8406

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, conducts traffic and truancy hearings in Juvenile Court and makes recommendations and reports to presiding judge; and performs related duties as required.

Requires responsibility for: interpreting laws and regulations governing Federal, State and local statutes and ordinances dealing with juvenile offenders of traffic violations; making regular responsible contacts with traffic officers, probation officers, truant officers, parents, witnesses, and other persons or institutions that may present or supply relevant information; preparation and review of important and detailed reports, records and related documents on juvenile cases and makes recommendations thereon.

EXAMPLES OF DUTIES:

1. Conducts all traffic hearings on juvenile cases.
2. Interprets juvenile codes and laws and ordinances pertaining to traffic offenses committed by juveniles.
3. After review, and with the approval of the judge of the Juvenile Court, acts in a legal capacity in confining juveniles or meting out proper punishment within the confines of the law.
4. Corresponds and confers with attorneys, public defender, police officers, schools, witnesses and others to secure evidence and information pertaining to any specific case.
5. Reviews case records for all traffic and truancy problems, searches evidence, secures witnesses when available, and makes record of court findings and recommendations.
6. May order specific actions, with the approval of the judge of the Juvenile Court, for juvenile offenders.
7. With the approval of the Judge of the Juvenile Court, refers findings or actions to traffic officer, truant officer, probation officer, or other officers or persons deemed proper by the court.
8. Interviews adults, probation officers, truancy officers and others having pertinent information regarding a case or cases.
9. May, when directed by the judge of the Juvenile Court, conduct a traffic school to correct poor driving habits.
10. Conducts truancy hearings for juveniles and determines if there is a relationship between traffic violations, truancy problems, and other problems.
11. May hear and submit findings to the court on any matter referred by the judge of the court, for hearing.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited college or university, with a baccalaureate degree, with major course work in law, sociology, psychology, criminology or any combination deemed proper by the judge of the Juvenile Court, supplemented by at least five years of progressively responsible experience in social or probationary work involving juveniles; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: existing laws, ordinances and codes relating to traffic, truancy and delinquency and related court practices and procedures; the behavior patterns and motivations of juveniles.

Requires considerable ability to: objectively review evidence and information of juvenile cases and prepare sound recommendations thereon; work effectively and with understanding in handling juvenile delinquency cases; prepare accurate, concise and informative evaluations of the circumstances surrounding juvenile cases.

PROMOTIVE LINES:

To: No normal line of promotion. Position exempt from examination.

Adopted 5/10/62

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRAFFIC HEARING OFFICER, JUVENILE COURT

CODE: 8407

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, hears and makes dispositions of cases involving juvenile offenders of traffic violations; prepares and reviews important and detailed reports, records and documents on juvenile cases and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class in the Juvenile Court is responsible for conducting all hearings concerning traffic offenses committed by juveniles. Appointment to this class is made by the Judge of the Juvenile Court pursuant to Sec. 255 of the Welfare and Institutions Code.

EXAMPLES OF DUTIES:

1. Conducts all traffic hearings on juvenile cases.
2. Interprets juvenile codes, laws and ordinances pertaining to traffic offenses committed by juveniles and makes dispositions of cases resulting therefrom.
3. After review, and with the approval of the Judge of the Juvenile Court, issues fines and makes appropriate referrals of findings or actions to traffic school, probation officer or other officers or persons deemed proper by the court.
4. Corresponds and confers with attorneys, district attorneys, public defenders police officers, school officials, witnesses and others to secure evidence and information pertaining to any specific case.
5. Reviews case records for all traffic problems, searches evidence, secures witnesses when available and makes record of court findings and recommendations.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires completion of an accredited college or university, with a baccalaureate degree, with major course work in law, sociology, psychology, criminology or any combination deemed proper by the judge of the Juvenile Court, supplemented by at least five years of progressively responsible experience in social or probationary work involving juveniles; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: existing laws, ordinances and codes relating to traffic and delinquency and related court practices and procedures; the behavior patterns and motivations of juveniles.

Requires considerable ability to: objectively review evidence and information of juvenile cases and prepare sound recommendations thereon; work effectively and with understanding in handling juvenile delinquency and traffic cases; prepare accurate, concise and informative evaluations of the evaluations of the circumstances surrounding juvenile cases.

PROMOTIVE LINES: Position exempt from examination. Appointment to traffic hearing officer is by judicial order prusuant to Section 255 of the Welfare and Institutions Code.

ADOPTED: 8-6-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROBATION OFFICER, JUVENILE COURT CODE: 8410

CHARACTERISTICS OF THE CLASS:

Under direction, conducts investigations and prepares recommendations to the courts in cases involving alleged offenses by juveniles, or cases of dependent and neglected children; supervises a case load of court wards; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures relating to investigation and supervision of court wards; periodic field and office contacts with court wards, parents and various agency personnel to furnish or obtain information relating to assigned cases; preparing detailed and confidential reports.

EXAMPLES OF DUTIES:

1. Interviews juvenile offenders, parents, law enforcement officers, acquaintances, complainants and other interested persons to determine nature of offense, extent of responsibility, attitude and plans of the adolescent and relatives and other related information; personally visits or contacts offender's home, school, church and recreational area to obtain pertinent information on his social and economic background; prepares and submits case findings and recommendations for unit supervisor approval; represents department in presenting findings and recommendations to court; records disposition and conditions of probation.

2. Investigates complaints of child neglect; interviews parents, relatives, religious leaders, social workers and the child to evaluate the complaints and determine their validity and seriousness; provides counseling and case-work service to the parents and children to effect the social rehabilitation of the family; prepares progress reports and discusses advisability of referral of family to other agencies, placement of children in foster homes or institutions and determination of probation; arranges for placement of children in foster homes and counsels children and foster parents; maintains periodic contact to assess conditions of homes and children's progress.

3. Discusses nature and conditions of probation with juvenile offenders; maintains a prescribed schedule of interviews with offender, family and others to detect incipient probation violations and aid in the social rehabilitation of the offender; prepares periodic reports indicating the nature and extent of progress; discusses revocation actions, case progress and case termination with supervisor.

4. Coordinates activities and services provided by volunteer auxiliaries for children under juvenile court jurisdiction; consults with staff members in determining needs for volunteer assistance and special services obtainable from community groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires at least two years of increasingly responsible social welfare experience, especially as applied to either juvenile or family case work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the various factors affecting behavior of socially maladjusted children; methods and techniques used in dealing with delinquent and dependent children; juvenile court procedures and the general provisions of law relating to offenses committed by juveniles; the services of public and private agencies available to juvenile offenders and dependent children.

Requires ability to: inspire confidence and employ techniques of acquiring essential information from juveniles and others; establish and maintain effective relationships with community agencies, co-workers and other professional personnel; prepare accurate and concise reports.

Requires skill in the application of professional principles and practices utilized in social casework, especially as applied to the rehabilitation of juvenile offenders and neglected children.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Senior Probation Officer, Juvenile Court
Supervising Probation Officer, Juvenile Court

From: Probation Officer Trainee

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: SENIOR PROBATION OFFICER, JUVENILE COURT CODE: 8412

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the supervision of a departmental unit; investigates and supervises the more difficult cases; serves as court officer in presenting difficult cases before the juvenile referees; may be assigned in responsible charge of Juvenile Hall probation office during night or weekend shift; develops and conducts the departmental training programs; represents the department in dealing with community agencies concerned with the prevention of juvenile delinquency; serves as special assistant for Boys' Ranch Schools; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and enforcing existing policy and methods relating to the investigation and supervision of court wards; making periodic field and office contacts with court wards, parents and various agency personnel to furnish or obtain information relating to assigned cases; preparing, checking and reviewing detailed and confidential reports.

EXAMPLES OF DUTIES:

1. Assists in the supervision and review of work of Probation Officers; performs investigations and supervision of juvenile offenders and court wards; provides instruction and guidance in interviewing and casework techniques; reviews reports to determine adequacy of information and legal recommendations; reviews reports of court ward progress; discusses reports and assists unit supervisor in conducting staff meetings prior to the presentation of court reports; acts for the unit supervisor in his absence.
2. Investigates and supervises selected cases involving severe personality and emotional disorders, dangerously aggressive behavior, or aggravated offenses; obtains and evaluates complete history and medical psychiatric reports, and conducts intensive interviews with the court ward and his family; discusses findings with supervisor before presenting case records and recommendations to court.
3. Serves as court officer which involves probation work requiring greater knowledge of the law, rules of evidence, and court procedure.
4. Acts as night or weekend probation officer; makes initial investigations of minors' cases brought to Juvenile Hall at night and on weekends; books or releases minors brought to Juvenile Hall during assigned shift.
5. Represents the department at community group meetings concerned with the prevention of juvenile delinquency; prepares special reports and delivers lectures on the causes and extent of juvenile crimes and the methods employed in evaluating and rehabilitating juvenile offenders.
6. Plans, develops and conducts complete in-service training programs for new personnel; consults with superiors to determine specialized training needs for experienced Probation Officers, and develops and coordinates advanced training classes.
7. Serves as special Probation Officer for the Boys' Ranch Schools; maintains complete disciplinary reports and advises staff members on serious behavior problems; counsels, admonishes, and disciplines boys and prepares reports to the court on failures, runaways, medical releases, changes of placement and graduation summaries; appears at all hearings of Juvenile Court concerned with the status of wards assigned to the Boys' Ranch School; serves as relief Senior Counselor and supervises the operations of the Boys' Ranch Schools on an assigned shift.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in the social sciences.

(AMENDED)

CLASS TITLE: SENIOR PROBATION OFFICER, JUVENILE COURT CODE: 8412

MINIMUM QUALIFICATIONS: (contd)

Requires at least four years of increasingly responsible social welfare experience, especially as applied to either juvenile or family casework; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The methods and techniques of evaluation and treatment of juvenile offenders; the organization, operations and procedures of the Juvenile Court; of the law as it affects minors, rules of evidence, and court procedure; the services and facilities available to delinquent and dependent children and their families.

Requires considerable ability to: Assist in the over-all supervision of a departmental unit; inspire confidence and employ techniques of acquiring essential information from adolescents and others; prepare and review official reports and records required by the court.

Requires skill in the application of professional principles and practices utilized in social casework, especially as applied to the rehabilitation of juvenile offenders and neglected children.

License: Requires possession of a valid State Motor Vehicle Operator's License.

PROMOTIVE LINES:

To : 8414 Supervising Probation Officer, Juvenile Court

From: 8410 Probation Officer, Juvenile Court
8430 Adult Probation Officer
T-56 Probation Officer

AMENDED: 2/17/69

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

8413 Assistant Chief Probation Officer, Juvenile Probation

Definition:

Under general administrative direction, plans, coordinates and directs the administrative and financial operations of the Juvenile Probation Department, including budgeting, staffing, and program development; implements and enforces policy as determined by the Chief Probation Officer; manages administrative and fiscal functions of staff services, supervises Division Directors and managers of department programs; acts as Executive Officer in the absence of the Chief Probation Officer; and performs related duties as required.

Distinguishing Features:

This position reports to the Chief Probation Officer and is responsible for assisting in the development and implementation of department programs, policies and procedures; oversees the operation of all department programs; monitors and reviews division operations for effectiveness and conformance to policies, procedures and regulations. It is distinguished from the Chief Probation Officer in that the latter is the head of the department responsible for the City's juvenile court services and the overall administration of the Juvenile Probation Department. It is further distinguished from other managers by its responsibilities for the daily administrative supervision of all program operations through subordinate Division Directors and managers.

Supervision Exercised:

The Assistant Chief Probation Officer supervises all management staff responsible for division programs and administrative functions.

Examples of Important and Essential Duties:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 9)

1. Plans, organizes and coordinates program strategies for juvenile services, including supervision of Juvenile Hall court wards, probation services, Log Cabin residents, community programs, information services, finance and administration, training and personnel management; reviews various correctional studies and reports to identify program problems or issues and addresses department needs and services; implements organizational changes and interprets policies, procedures, regulations and directives to staff.

Examples of Important and Essential Duties (cont.)

2. Establishes operational goals and objectives to ensure compliance with the department's mission statement, policies, mandates, state and federal requirements.

3. Consults with division directors and managers to discuss program problems and issues; establishes project priorities, reviews management reports to monitor program status; evaluates service levels and performance standards; advises staff on current developments, personnel matters, policy or procedural changes.

4. Coordinates the department's training program; evaluates the overall effectiveness of required training and implements an improved or specialized training to address project needs.

5. As directed, represents the Chief Probation Officer at meetings with officials, Board of Supervisors, commissions, legislative bodies, employee representatives, community groups, labor organizations and other interested parties.

6. Confers with management staff regarding work performance and evaluation, employee grievance and discipline.

7. Assists in preparing and administering the annual budget; reviews budget estimates and requests; maintains budgetary controls of expenditures, use of equipment, facility space and staff; directs resources in developing programs, grant applications, projects and assists in securing potential funding.

Job-related and Essential Qualifications:

Knowledge of: considerable knowledge of principles, methods and techniques in administering juvenile probation services and applicable laws, codes, statutes and policies; considerable knowledge of budget preparation and fiscal management; principles and practices of organizational management, supervision and training.

Ability to: effectively manage, supervise and coordinate the activities of several programs; develop and implement organizational programs; exercise judgement and discretion in applying and interpreting policies and procedures; communicate tactfully and effectively with employees, management staff, officials, representatives, the media and the general public; prepare and present oral and written reports and recommendations clearly, logically and concisely.

8413 Assistant Chief Probation Officer, Juvenile Probation

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience: seven years of progressively responsible experience in social work or justice administration in areas of probation, youth services and delinquency prevention, including four years of management and supervision in an organization associated with delivery of services in probation, corrections or justice programs.

Training: Possession of a baccalaureate degree from an accredited college or university with major course work in social science, administration of justice, business or public administration, or related fields.

License or Certification: possession of a valid drivers license.
Special requirement: must meet Peace Officers Standard Training requirements (POST). Essential duties require the following physical skills and work environment: ability to work in a standard office environment.

Note: this class is exempt from Civil Service examination under Charter Section 10.104 (6).

ADOPTED: AUGUST 19, 1996

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SUPERVISING PROBATION OFFICER, JUVENILE COURT

JOB CODE: 8414
Business Unit: COMMN

DEFINITION: Under general direction, performs difficult and responsible professional work in the areas of planning, organizing and directing the activities of a probation unit within the Juvenile Probation Department, and performs related duties as required.

DISTINGUISHING FEATURES: The Supervising Probation Officer, Juvenile Court is distinguished from Deputy Probation Officer by its supervisory responsibilities and increased level of responsibility. It is distinguished from the Senior Supervising Probation Officer in that the latter performs at a higher level of responsibility and supervises a unit(s) of probation officers through the Supervising Probation Officer(s).

SUPERVISION EXERCISED: This classification directly supervises probation officers and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to the Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervises probation officers, clerical staff and volunteers in a unit(s) by directing planning, organizing and reviewing and editing their work; observing job performance; resolving conflicts and performing other necessary duties in order to ensure that staff's work quality and quantity are maintained at a high level. This includes evaluating the performance and progress of staff through observation and reviewing their work in order to maintain an awareness of staff's abilities, and plan more efficiently for the unit's operating and staffing needs; assigning cases and tasks to staff in a manner that is consistent in fairness and equity in order to encourage and maintain good employee morale and work quality; auditing caseloads of probation officers; and scheduling and staffing programs to meet operational requirements.

2. Trains and develops staff by using clear and relevant teaching Techniques; providing guidelines and assistance regarding laws, policies and procedures as related to agency operations; and explaining proper casework techniques, investigative report writing, and oral presentation techniques.

3. Meets with groups and individuals such as community based Agencies and other city departments by giving and receiving information regarding departmental policies, procedures organization in order to develop favorable community relations.

4. Evaluates and monitors residential/non-residential programs utilized by Juvenile Probation Department for appropriate placement of clients.

5. Makes oral reports on functional operations of unit(s) to boards, commission, courts and other agencies and city departments.

6. Makes written reports on functional operations of unit(s) to boards, commission, courts and other agencies in the city department. Submits written performance evaluations to management. Prepares expense reports for authorization. Collects and maintains statistical information on clients served ansservices provided (e.g. number of bookings, cases filed, citations, detentions, informal dismissals, transfers, D. A.'s declines). Maintains records and evaluates and controls access to confidential records to client, staff, other jurisdictions and public. Prepares weekly time sheets for probation officers and clerical staff.

7. Supervises the scheduling and coordinating of transportation for clients (locally, nationally and internationally). This includes assigning Probation Officer to youth, reviewing documentation for travel authorization and determining the level of security required.

8. May assist the Personnel Office in conducting background investigations on new hires as prescribed by Juvenile Probation Department policies and procedures.

9. May coordinate and conduct investigations of incidents involving staff, clients and programs by researching, interviewing, counseling and carrying out formal investigations.

10. May assist in development of annual budget by providing related information on costs and resources.

11. May assist in policy development by attending administrative meetings, planning organizational change and acting as a liaison between staff and management so as to explain policy to staff and assist management in developing new and revised departmental policies and procedures.

12. Performs related dutied and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Principles, trends and techniques in the delivery of juvenile probation services; relevant laws, codes and legal documents, including Welfare and Institution Code and Penal Code; legal, psychiatric, sociological and medical terminology.

Ability to: Supervise probation officers and support staff; identify and choose appropriate solutions to problems from a variety of alternatives; work tactfully and persuasively, and establish a rapport with families, community groups, court representatives, attorneys, supervised staff, department administrators and others; write clear and concise reports; and make clear and concise oral presentations.

EXPERIENCE AND TRAINING GUIDELINES:

Training:
Requires possession of a baccalaureate degree from an accredited college or university, with major course work in the social sciences, or closely related field preferred.

Experience:
Requires four years of verified experience as a juvenile probation officer.

License:
Possession of a valid California driver license at the time of appointment. (California driver license must be maintained current during employment).

EFFECTIVE DATE: 1/12/61

AMENDED: 1/28/2000

Reason for Amendment:
To accurately reflect the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR SUPERVISING PROBATION OFFICER, JUVENILE PROBATION **JOB CODE: 8415**
Business Unit: COMMN

DEFINITION:
Under general direction, the Senior Supervising Probation Officer assists the Director of Probation Services and Chief Probation Officer in the organization, planning and direction of the activities of the Probation Services Division of the Juvenile Probation Department and performs related duties as required. The current operational areas are listed below:

A. Supervises and coordinates probation unit activities relating to the intake process and develops overall intake procedures in delinquency matters.
B. Supervises and coordinates probation unit activities relating to supervision of minors on probation in the community and may direct a variety of volunteer programs.
C. Supervises and coordinates activities relating to: private and county placement; intensive supervision; special services; and may investigate and evaluate facilities and projects.
D. Plans and develops special projects; develops budgets; supervises and coordinates activities related to various special funded projects; coordinates and may investigate and evaluate facilities and projects.

DISTINGUISHING FEATURES:
The Senior Supervising Probation Officer is distinguished from Supervising Probation Officer by its responsibilities for administrative planning and coordination of units and/or projects within a division. The Senior Supervising Probation Officer reports directly to the Director of Probation Services. It is distinguished from the Director, Probation Services in that the latter performs at a higher level of responsibility in managing the whole Probation Services Division of the Juvenile Probation Department and the Director, Probation Services reports directly to the Chief Probation Officer.

SUPERVISION EXERCISED:
This classification directly supervises Supervising Probation Officers, Probation Officers and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to the Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans, organizes, directs and coordinates the activities of Units with Probation Services functions in the Juvenile Probation Department, consisting of a group of geographical or project units. This includes following and implementing policies and procedures; conferring with supervising personnel, formulating guidelines, resolving unit problems, conducting disciplinary investigations, disseminating information, and keeping statistics for administrative purposes.
2. Supervises and oversees a probation unit(s) through: directing, planning and organizing their work; observing and evaluating job performance; auditing caseloads of probation officers; resolving conflicts and performing other necessary duties in order to ensure that staff's work quality and quantity are maintained at a high level. This also includes assigning cases and tasks to staff in a manner that is consistent in fairness and equity in order to encourage and maintain good employee morale and work quality; staffing and scheduling programs to meet operational requirements; and submitting written performance evaluations of staff to management.
3. Trains and develops staff by using clear and relevant teaching techniques; providing guidelines and assistance regarding laws, policies and procedures as related to agency operations; and explaining proper casework techniques, investigative report writing, and oral presentation techniques.

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4 Meets with groups and individuals such as community based agencies and other city departments by giving and receiving information regarding departmental policies, procedures, and organization in order to develop favorable community relations.
5. Evaluates and monitors residential/non-residential programs utilized by Juvenile Probation Department for appropriate placement of clients.
6. Make oral reports on functional operations of unit(s) to boards, commission, courts and other agencies and city departments.
7. Makes written reports on functional operations of unit(s) to boards, commission, courts and other agencies in the city department. Prepares expense reports for authorization. Collects and maintains statistical information on clients served and services provided (e.g. number of bookings, cases filed, citations, detentions, informal dismissals, transfers, D. A.'s declines). Maintains records and evaluates and controls access to confidential records by client, staff, other jurisdictions and public. Prepares weekly time sheets for probation officers and clerical staff.
8. Supervises the scheduling and coordinating of transportation for clients (locally, nationally and internationally). This includes assigning Probation Officer to youth, reviewing documentation for travel authorization and determining the level of security required.
9. Assists the Personnel Office in conducting background investigations on new hires as prescribed by Juvenile Probation Department policies and procedures.
10. Coordinates and conducts investigations of incidents involving staff, clients and programs by researching, interviewing, counseling and carrying out formal investigations.
11. Assists in policy development by attending administrative meetings, planning organizational change and acting as a liaison between staff and management so as to explain policy to staff and assist management in developing new and revised departmental policies and procedures.
12. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:
Knowledge of: Principles, trends and techniques in the delivery of juvenile probation services; knowledge of relevant laws, codes and legal documents, including Welfare and Institution Code and Penal Code; organization of Juvenile Court.

Ability to: Supervise probation officers and support staff; work tactfully and persuasively, and establish a rapport with families, community groups, court representatives, attorneys, supervised staff, department administrators and others; write clear and concise reports; and make clear and concise oral presentations.

EXPERIENCE AND TRAINING GUIDELINES:
Training: Possession of a baccalaureate degree from an accredited 4-year college or university with major coursework preferably in psychology, sociology, criminal justice, social work, public administration, business administration or related fields.

Experience: Six (6) years of verifiable experience as a juvenile probation officer, including two (2) years at a supervisory level equivalent to Class 8414 Supervising Probation Officer, Juvenile Court

License: Possession of a valid driver license at the time of appointment.
Working Conditions: This position may require working nights, weekends and holidays.

EFFECTIVE DATE: August 8,1974
AMENDED: **December 29, 2000**
REASON FOR AMENDMENT:
To accurately reflect the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, PROBATION SERVICES CODE: 8416

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, the Director of Probation Services plans, organizes and directs the field services division of the Juvenile Probation Department; provides direction and supervision to the staff; and is responsible for the care, security and supervision of court wards within the jurisdiction of the Juvenile Court.

DISTINGUISHING FEATURES:

The single position in this classification reports to the Chief Probation Officer, Juvenile Probation Department, and is characterized by its independent responsibility for the development and direction of the department's field services division. This class is distinguished from class 8417 Director, Community Programs, Juvenile Probation, in that the latter class manages and evaluates community programs. This class is distinguished from class 8344 Director, Juvenile Hall, in that the latter class manages and administers the operations of Juvenile Hall.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, directs and coordinates unit supervisors in the functions of intake/investigation, family crisis intervention, delinquency prevention, out-of-home placement and special services.
2. Establishes a staff development program; coordinates implementation of group and individual training, as well as the professional development of division employees, with the training officer.
3. Represents the department at professional, government and community meetings as directed and through all possible sources, including the media, publicizes and promotes the mission of the department.
4. Establishes performance standards for each class of employees under the supervision of the Director, Probation Services.
5. Establishes a classification and case management system for the structured and orderly supervision and disposition of cases.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Considerable knowledge of: administration of youth services; methods and principles of delinquency prevention; applicable laws, codes and national standards related to administration of youth services.

Ability to: establish and maintain an effective working relationship with department staff, government and private sector agencies and groups in the community, concerning youth services and delinquency prevention and control problems; apply professional standards, knowledge and ability to the organizational dynamics of a human services or public safety agency.

NOTE: This class is exempt from Civil Service examination under Section 3.669-2 of the Charter.

ADOPTED: 1-12-61

RETITLED AND AMENDED: 2-4-91

#4204c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, COMMUNITY PROGRAMS, JUVENILE PROBATION CODE: 8417

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, the Director of Community Programs, Juvenile Probation, plans, organizes and directs the Community Programs Division of the Juvenile Probation Department in areas such as contract monitoring, negotiation and formulation of master plans; establishment of review process standards for community-based and out-of-home service providers; performance of community liaison work.

DISTINGUISHING FEATURES:

The single position in this classification reports to the Chief Probation Officer, Juvenile Probation Department, and is characterized by its independent responsibility for the management and evaluation of community programs. This class is distinguished from class 8416 Director, Probation Services, in that the latter class directs the department's field services division. It is distinguished from class 8344 Director, Juvenile Hall, in that the latter class manages and administers the operations of Juvenile Hall.

EXAMPLES OF DUTIES:

"The class specifications shall not be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, directs and coordinates the formulation of the department's comprehensive community-based development plan.
2. Plans, directs and coordinates the development of a standards review process and monitoring policy for community-based and out-of-home service providers.
3. Plans, coordinates, negotiates and monitors the contractual arrangements between various community-based service providers and the department.
4. Establishes and maintains close liaison with public and private youth serving and advocacy organizations, related organizations and city and county departments as required.
5. Represents the department at professional, government and community meetings as directed and through all possible sources, including the media, publicizes and promotes the mission of the department.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Considerable knowledge of: administrative principles and procedures as applied to the operation and management of a community programs division; and applicable laws, codes, statutes and policies for juvenile detention, probation and correction activities.

Ability to: plan, organize and direct the operation of a community programs division; coordinate the development of innovative community-based services; establish and maintain an effective working relationship with department staff, government and private sector agencies and groups in the community concerning youth services; communicate effectively; write clearly and concisely; negotiate and monitor contracts.

NOTE: This class is exempt from Civil Service examination under Section 3.669-2 of the Charter.

ADOPTED: 12-3-90

RETITLED AND AMENDED: 2-4-91

#4205c

CLASS TITLE: CHIEF PROBATION OFFICER, JUVENILE COURT CODE: 8418

CHARACTERISTICS OF THE CLASS:

Subject to judicial review, administers the non-judicial operations of the juvenile court, including the probation division, juvenile hall, log cabin ranch school, as well as the related business and building maintenance services; coordinates activities with the court's program and directions; directs a continuing program of public relations; and performs related duties as required.

Requires major responsibility for: coordinating, approving and executing established policies and methods affecting the various non-judicial activities in the different areas supervised; budgetary fiscal control and services; making continuing contacts in order to establish and maintain satisfactory relationships with subordinate administrative, supervisory and professional personnel and administrative officials and representatives of outside groups in connection with handling difficult probation matters and problems; directing the preparation, approval, review and maintenance of important records and reports affecting all operational, maintenance and non-judicial activities.

EXAMPLES OF DUTIES:

1. Plans, organizes and directs the non-judicial activities of the juvenile court; develops methods and policies to govern administration of juvenile probation.

2. Formulates plans for rehabilitation of probationers; cooperates with various social agencies, law enforcement bodies and interested persons in developing programs of crime and delinquency prevention; makes recommendations to the court for effecting betterments.

3. Maintains liaison with city and state departments in connection with the operation, finance, maintenance of buildings and grounds, capital improvements and public relations of all divisions of the juvenile court.

4. Attends meetings with state officials, various committees of the board of supervisors, the mayor and his staff, chief administrative officer, controller, director of public works, city architect, superintendent of schools, chief of police and such other public executives and employees as occasions may require and where interests are common with other agencies.

5. Establishes and maintains a continuing program of public relations to explain and interpret the work of the department; discusses problems with represnetatives of the press; television and radio; lectures to various public and private organizations; annually relates pertinent information to each grand jury and assists in formulating administrative and other improvements.

6. Coordinates all problems of the department with the judge of the juvenile court and with the juvenile probation committee; seeks and obtains advice and counsel on major problems and policy matters.

7. Confers with the board of directors of the youth guidance center volunteer auxiliary; acts as special consultant in connection with program development concerning children under the jurisdiction of the department.

CLASS TITLE: CHIEF PROBATION OFFICER, JUVENILE COURT (Continued) CODE: 8418

8. Personally inspects all activities; visits institutional premises; meets with executives and private agencies to formulate overall child welfare planning; advises and counsels with subordinate administrative and supervisory personnel affecting their respective spheres of operations; insures that subordinates are given every opportunity and encouraged to render maximum service in their respective fields.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires at least ten years of increasingly responsible social welfare experience, especially as applied to either juvenile or family case work and including four years of responsible administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of the principles, methods and techniques involved in administering juvenile probation services and applicable laws, codes, statutes and policies.

Requires outstanding ability and skill to plan and coordinate varied and complex juvenile probation activities and establish and maintain effective working relationships with department personnel and government and community agencies concerned with juvenile problems.

Requires outstanding skill in the application of professional knowledge and ability to juvenile probation problems.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Assistant Chief Probation Officer, Juvenile Court

Adopted 1/12/61

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRISONER SERVICES COUNSELOR CODE: 8419

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for planning and implementing a re-entry program for inmates at the City and County jail; counsels inmates on their educational, domestic, employment and emotional problems; and performs related duties as required.

DISTINGUISHING FEATURES:

A Prisoner Services Counselor is distinguished from a Rehabilitation Counselor in the Department of Public Health in that the latter is responsible for counseling individuals on psychiatric or other disabilities at an assigned mental health center. The Prisoner Services Counselor is responsible for providing a complex variety of services for pre-trial and sentenced inmates, relating to the Criminal Justice System and relevant application of statutes and laws pertaining to prisoners held in local jail facilities. An incumbent in this position must have a working knowledge of correctional institutions as well as technical knowledge of prisoner service concepts and must be able to function effectively in a jail environment.

EXAMPLES OF DUTIES:

1. Initiates contact with inmates at intake point for pre-sentence and sentenced prisoners; establishes rapport with each new inmate on caseload; collects, verifies and analyzes demographic and case data.
2. Identifies immediate personal and/or case problems and initiates problem solving techniques with inmate approval.
3. Utilizes search procedures within criminal justice system to locate possible holds, warrants or other outstanding actions, and initiates disposition; counsels inmates using one on one relationship to identify problem areas; utilizes thorough knowledge of resource services, program and/or incorporates with post-release plans.
4. Counsels inmates on post-release plans including emotional support services, residence needs, employment, vocational training, education, etc.; provides alternatives to inmate and initiates procedures to implement realistic post-release package.
5. Ascertains applicability and initiates procedures with respective criminal justice and resource agencies for work furlough, education furlough, court modification, temporary emergency pass, County Parole.
6. Provides various maintenance functions for inmates assuring continued access of information, supplies and materials; assists inmates in maintaining communication with family and friends.
7. Prepares written reports on behalf of inmates to document requests and justification for court orders, County Parole, probation; appears on behalf of inmates at various formal hearings and given written and/or oral presentation.
8. Establishes means for continued communication with post-release inmates to facilitate follow-up assistance for re-entry plan.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a 4 year college or university with a baccaulaureate degree with major course work in counseling, psychology, sociology, criminology, or a behavioral or social science supplemented by at least 2 years experience in correctional work involving individual or group counseling of offenders in either:

LASS TITLE: PRISONER SERVICES COUNSELOR CODE: 8419

INIMUM QUALIFICATIONS: (continued)

A. planning and implementing a re-entry program for jail inmates
B. probation or parole work
C. rehabilitation counseling or vocational guidance.

Knowledge, Abilities and Skills: Requires technical working knowledge in the ield of prisoner services; knowledge of social, emotional and psychological sources nderlying inmate problems; community resources available; prisoner oriented agencies; ethods used and the problems involved in the supervision and adjustment of prison nmates.

Requires the ability to organize and direct individual and group participation n recreational activities and educational programs; organize and direct individual nd group counseling; evaluate sociological, psychological, psychiatric and vocational indings, and make recommendations thereon; plan, organize and direct the work of thers; deal tactfully, courteously, positively and effectively with inmates, employees nd other criminal justice agencies and representatives.

License: Requires possession of a valid State Motor Vehicle Operators license.

ROMOTIVE LINES:

TO: 8420 Rehabilitation Services Coordinator

FROM: Original Entrance Examination

dopted: August 1, 1977

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SAN FRANCISCO CIVIL SERVICE COMMISSION
DEPARTMENT OF HUMAN RESOURCES

JOB TITLE: REHABILITATION SERVICES COORDINATOR

JOB CODE: 8420
Business Unit: COMMN

DEFINITION:

Under direction, plans, organizes, and directs a program providing for the general social welfare of inmates in the county jail; supervising and monitoring the inmates/post release prisoners' attendance and progress in the various programs; interviewing and counseling inmates on the educational, domestic, employment needs and adjustment problems; and performs other related duties as required.

Requires responsibility for: developing and coordinating a rehabilitation program at the county jail; making regular contacts with community organizations, public and private agencies and individuals supporting the various rehabilitation programs; preparing detailed and concise operational records and reports.

DISTINGUISHING FEATURES:

The 8420 Rehabilitation Services Coordinator is a class unique to the Sheriff's Department. The 8420 Rehabilitation Services Coordinator, under supervision of sworn or civilian personnel, has primary responsibility for directing, planning and organizing inmate programs in the five (5) county jails.

SUPERVISION EXERCISED:

Supervises inmates/post release prisoners, program staff and contract workers.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commision Rule 9, the duties specified below are representative of the range of duties as assigned to this job code and are not intended to be an inclusive list.

1. Plan, organize and direct the educational, religious and counseling programs in the county jails; supervise and monitor the inmate/post release prisoners attendance and progress in the various programs.
2. Oversee the Grant Program by keeping track of participant's hours; meet with them to review attendance and training programs and to provide administrative and emotional support to participants to help them succeed.
3. Interview and counsel inmates participating in the programs; monitoring the problem solving process.
4. Evaluate and address inmates needs, requests and concerns regarding educational, religious and counseling programs in the jails; provide referrals and coordinate services for participants/inmates to assist them in community re-integration or physical safety.
5. Promote and maintain liaisons with custody staff, public and private agencies and individuals supporting the different programs; networking with community organizations and City departments.
6. Develop and implement new and up to date, useful and innovative vocational, religious and educational programs geared towards inmates' diverse population and different ethnic backgrounds at the county jails.
7. Supervise and counsel program staff and teachers to ensure consistent and appropriate class material and the logistics of their schedule and attendance are not in conflict with other programs.
8. Work with and counsel custody staff concerning any changes regarding the various daily program operations and inmates' behavioral problems; handle and resolve all class disciplinary matters when they occur.
9. Work closely with other staff on developing evaluations, training and special projects and to strengthen the tie between in-jail and post-release services.

10. Attend and/or conduct meetings with staff and custody to ensure smooth and comprehensive delivery of programs.

11. Prepare reports and written correspondence that are both intra- and inter-departmental in nature, e.g. annual, quarterly reports, policy and procedure manuals, County Parole agenda and minutes.

12. Interview and hire appropriate staff for programming and teachers; obtain and review criminal records; perform criminal history and background checks on program civilians who enter the jail.

13. Supervise all aspects of fundraising including grant writing; supervise and direct County Parole staff so that the tasks are completed in a timely manner.

14. Record Keeping: maintain a database to keep track of students' assignments; fundraising efforts and prepare budgets; maintain the accuracy of the Parole List; document proceedings at Parole Board meetings to create a history of the proceedings.

15. Prepare warrants: release date re-calculation for parolees who walk away from program or are returned to custody.

16. Perform related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: the laws and statutes pertaining to inmates; court actions and furlough programs; restorative justice principles; inmate classification system; counseling techniques and mediation skills,; and computer software applications.

Ability to: orally communicate clearly and effectively; listen to what individuals have to say and elicit information from others; promote, establish and maintain effective working relationships with inmates, co-workers, custody personnel, volunteer employees, and other criminal justice agencies and representatives; work with a diverse population with kindness and patience, culture and gender sensitivity; supervise staff; prepare complex written reports and records.

EXPERIENCE AND TRAINING GUIDELINES:

Training: Possession of a baccalaureate degree from an accredited four-year college or university with major course work in criminal justice administration, political science, sociology, psychology, or public administration, or related field.

Experience: Two years of verifiable experience in correctional work involving individual or group counseling of offenders in either: planning and implementing a re-entry program for jail inmates, OR probation, parole or correctional work, OR rehabilitation counseling or vocational guidance.

SUBSTITUTION: Additional verifiable work experience as listed above may be substituted for the required education on a year-for-year basis (one year of experience is equivalent to 30 semester or 45 quarter units).

License: Some positions may require possession of a current valid California Driver's license.

Effective Date: March 17, 1969

Amended Date: **May 26, 2000**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT NEIGHBORHOOD COORDINATOR CODE: 8422

CHARACTERISTICS OF THE CLASS:

Under supervision, assists in implementing and coordinating crime prevention programs in a district field office; contacts citizens, residents, merchants, and community groups to organize crime prevention programs; follows established procedures and policies; makes continuous contacts with citizens and community groups to present crime prevention materials; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the entrance level in the Neighborhood Coordinator series. Positions are located in the Police Department's Crime Prevention and Education Division. This class is distinguished from the next higher class of Neighborhood Coordinator in that the latter coordinates crime prevention activities in a district office and supervises the Assistant Neighborhood Coordinator.

EXAMPLES OF DUTIES:

1. Assists in implementing and coordinating crime prevention programs in a local neighborhood; assists in selecting target areas and groups for crime prevention programs; canvasses areas to encourage public participation in block club meetings.
2. Provides assistance in organizing crime prevention block club meetings, including the gathering of crime data; assists in identifying crime problems and developing strategies for handling these problems; prepares the initial agenda; arranges for law enforcement officials as guest speakers; maintains contacts with citizens for follow-up purposes; provides technical assistance to block clubs.
3. Establishes and maintains liaison with community groups and agencies; addresses local groups and agencies on community crime concerns.
4. As assigned, assists in collecting and maintaining office records and files; assists in developing media material to promote and achieve crime prevention objectives; assists in the development and maintenance of a neighborhood advisory board; attends meetings of the neighborhood advisory board.

DESIRABLE QUALIFICATIONS:

Training and Experience: Education and experience equivalent to completion of two years of college and one year of experience in a crime prevention program, community organization work or similar employment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the crime problems of local neighborhoods; crime prevention methods and strategies; community organizing techniques.

Requires the ability and skill to communicate effectively; deal tactfully with people from diverse ethnic and socio-economic backgrounds; develop and maintain community contacts; maintain office records; prepare media material.

PROMOTIVE LINES:

TO: 8423 Neighborhood Coordinator

FROM: Original entrance examination

ADOPTED: 12-3-79

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: NEIGHBORHOOD COORDINATOR CODE: 8423

CHARACTERISTICS OF THE CLASS:

Under general supervision, initiates, implements and coordinates crime prevention programs in a district field office; contacts citizens, residents, businesses, merchants, and community groups to organize crime prevention programs; maintains liaison with the district police station and community agencies and resources; may supervise subordinates in performing assignments; follows established procedures and policies; makes continuous contacts with citizens and community groups to present crime prevention materials; prepares, reviews and maintains personnel and office records; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the full journey level position in the Neighborhood Coordinator series. Positions are located in the Police Department's Crime Prevention and Education Division. Individuals in this class are normally assigned to a neighborhood field office. Individuals may also be assigned to the central office to participate in a specialized city-wide crime prevention program. Incumbents carry out their work assignments with some degree of independence and develop their own work sequence within established policies and procedures. This class is distinguished from the next higher class of Senior Neighborhood Coordinator in that the latter coordinates, supervises and monitors the activities of the Neighborhood Coordinators and Assistant Neighborhood Coordinators.

EXAMPLES OF DUTIES:

1. Initiates, implements and coordinates crime prevention programs in a local neighborhood; identifies target areas and groups for establishing crime prevention programs; canvasses areas to encourage public participation and disseminate information; promotes crime prevention programs through the media.
2. Organizes and coordinates crime prevention block club meetings, including identifying crime problems and presenting strategies for handling these problems; prepares the initial agenda; gathers crime data; arranges for law enforcement officials as guest speakers; maintains contacts with citizens for follow-up purposes; provides technical assistance to block clubs.
3. Establishes and maintains liaison with citizens, merchants, community agencies, and business associations; addresses such groups on community crime concerns; develops and maintains a neighborhood advisory board; attends the meetings of the neighborhood advisory board.
4. May supervise a small number of subordinates; maintains office records and files.
5. In the central office, may be assigned to initiate and coordinate a city-wide crime prevention program for businesses and merchants; evaluates existing security systems and makes cost effective recommendations; organizes training programs and educational seminars; consults with contractor associations, unions and planners on ways to increase security in the design and construction of homes and businesses; keeps abreast of improvements in the security field.

DESIRABLE QUALIFICATIONS:

Training and Experience: Education and experience equivalent to completion of a four year college or university, with a baccalaureate degree, with major course work

CLASS TITLE: NEIGHBORHOOD COORDINATOR CODE: 8423

DESIRABLE QUALIFICATIONS: (Cont.)

in the social and behavorial sciences or a closely related field.

Two years of experience in a crime prevention program, community organization work or similar employment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of the crime problems of local neighborhoods; crime prevention methods and strategies; building security ordinances; community organizing techniques; record maintenance procedures.

Requires ability and skill to communicate effectively; deal tactfully with people from diverse ethnic and socio-economic backgrounds; develop and maintain community and business contacts; develop and prepare media material for public distribution; supervise subordinate personnel.

PROMOTIVE LINES:

TO: 8425 Senior Neighborhood Coordinator

FROM: 8423 Assistant Neighborhood Coordinator

NEW CLASS

ADOPTED: 12-3-79

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR NEIGHBORHOOD COORDINATOR CODE: 8424

CHARACTERISTICS OF THE CLASS:

Under direction, assists in directing, coordinating and monitoring the performance and activities of all field offices and personnel involved in the implementation of a city-wide crime prevention program and the development of neighborhood advisory boards; provides technical assistance to personnel staff; develops training programs; implements, interprets, explains, and enforces existing policies, methods and procedures relating to crime prevention matters; makes continuous contacts with personnel staff, citizens and community groups to obtain or furnish information; gathers, compiles, reviews, and maintains important personnel and program records; and performs related duties as required.

DISTINGUISHING FEATURES:

Appointments in this class are in the Police Department's Crime Prevention and Education Division. The incumbent provides overall supervision and coordination as well as technical assistance for all field operations and personnel. This senior class is distinguished from the next lower class of Neighborhood Coordinator in that the latter's responsibility is limited to one district field operation or a specialized city-wide crime prevention program. This class is distinguished from the next higher class of Project Coordinator, SAFE in that the latter assumes overall administrative, budgetary and planning responsibilities for the program.

EXAMPLES OF DUTIES:

1. Directs, reviews and evaluates the activities and operations of field offices and personnel to achieve program goals and objectives; insures that the City-Wide Advisory Board is represented by delegates from each of the neighborhood advisory boards.
2. Provides orientation and training for new personnel; assess training needs; develops training materials and programs.
3. Develops control recording procedures for implementing program improvements and evaluating work performance; maintains detailed records of project activities.
4. Resolves employee problems; investigates complaints against subordinates and takes appropriate action.
5. May act for the Project Coordinator in his/her absence.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of a four year college or university, with a baccalaureate degree, with major coursework in the social and behavioral sciences or a closely related field.

Three years of responsible experience in a crime prevention program, community organization work or similar employment, including at least one year of supervisorial or training experience; or an equivalent combination of training and experience.

LASS TITLE: SENIOR NEIGHBORHOOD COORDINATOR CODE: 8424

ESIRABLE QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires considerable knowledge of the crime roblems of local neighborhoods; crime prevention methods and strategies; community esources; community organizing techniques; employee evaluation, counseling and raining.

Requires ability and skill to supervise and coordinate a wide variety of program ctivities; evaluate and measure work performance; speak effectively and persuasively; repare clear and concise reports; deal effectively and tactfully with people from arious ethnic and socio-economic backgrounds.

ROMOTIVE LINES:

O: 8425 Project Coordinator, SAFE

ROM: 8423 Neighborhood Coordinator

EW CLASS

DOPTED: 12-3-79

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROJECT COORDINATOR, SAFE CODE: 8325

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, implements and directs the activities of a city-wide crime prevention program; supervises the work performance of administrative and field staff; interprets, enforces, develops and directs policies, methods and procedures relating to crime prevention matters; maintains liaison with citizens, businesses, community groups, the City-Wide Advisory Board and other jurisdictions on program goals and objectives; and performs related duties as required.

DISTINGUISHING FEATURES:

This position is located in the Police Department's Crime Prevention and Education Division. The incumbent is responsible for administering and coordinating a city-wide project designed to alleviate or eliminate specific crime problems. The incumbent reports to the Commander, Crime Prevention Division. This class is distinguished from the next lower class of Senior Neighborhood Coordinator in that the latter is responsible for coordinating the daily operations of the field offices and personnel.

EXAMPLES OF DUTIES:

1. Directs, coordinates, reviews, and supervises the activities of administrative and field staff engaged in the implementation of a city-wide crime prevention program; monitors program data to assess progress toward program goals and objectives; conducts program assessment and development studies to evaluate project effectiveness.
2. Assists the Commander in overseeing fiscal operations; assists in developing a program of public information and education on project activities through the media.
3. Serves as liaison to the City-Wide Advisory Board in the planning and formulation of policy; attends meetings of the City-Wide Advisory Board; appears before city agencies and legislative bodies to explain program policies and objectives.
4. Directs the implementation of staff development programs; directs the preparation of all required reports.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of a four year college or university, with a baccalaureate degree, with major course work in the social and behavioral sciences, business administration or a closely related field.

Four years of experience in a crime prevention program, community organization work or similiar employment, including two years of supervisorial responsibilities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of the following: the principles and practices involved in the administration and management of a departmental project; the causes, problems and patterns associated with crime; crime prevention methods and strategies; community resources; community organizing techniques; departmental policies and procedures.

CLASS TITLE: PROJECT COORDINATOR, SAFE

CODE: 8325

DESIRABLE QUALIFICATIONS: (Cont.)

Requires considerable ability and skill to plan, assign, direct, and review the work of subordinates; obtain and maintain the cooperation of citizens, businesses, community organizations, and departmental and governmental representatives; communicate effectively and persuasively; deal effectively with people from various ethnic and socio-economic backgrounds.

PROMOTIVE LINES:

TO: To be determined

FROM: 8424 Senior Neighborhood Coordinator

NEW CLASS

ADOPTED: 12-3-79

CLASS TITLE: ADULT PROBATION OFFICER CODE 8430

CHARACTERISTICS OF THE CLASS:

Under general direction, conducts pre-sentence investigations for adult offenders convicted in a municipal court; supervises and counsels probationers and respondents; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures relating to the investigation and supervision of adult offenders; regular contacts with adult offenders, relatives and various agency personnel to furnish or obtain information relating to assigned cases; preparing detailed and confidential reports.

EXAMPLES OF DUTIES:

1. Conducts pre-sentence investigations of the defendant's offense, personal background, family history, education, employment and financial status and evaluates the information; prepares required reports for court with recommendations for disposition of case; interviews individuals granted probation summarily, and sets installment periods for court imposed fines, restitution to injured persons and child support payments; conducts necessary follow-up work to insure such collection within the court appointed period.

2. Explains the probation procedures to probationers and respondents and assists them in meeting their obligations; counsels and advises probationers and family with reference to marriage, family, financial and employment problems; evaluates probationers progress in complying with court orders and prepares case history and recommendations; refers probationers to agencies and organizations dealing with specialized social, emotional or legal problems; answers questions from courts, other departments and community organizations regarding the status and progress of probationers.

3. Supervises and takes case histories of prisoners sentenced on drunk charges; conducts group meetings with jail inmates aimed at alcoholic rehabilitations; maintains complete records of alcoholic cases; investigates and provides essential information to courts, law enforcement agencies, and other groups and represents the department at community groups interested in alcoholic rehabilitation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires at least two years of increasingly responsible social welfare experience, especially as applied to adult or family casework; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: the

principles, techniques and trends in social and correctional case work with specific application to adult offenders; municipal court procedures and the general law relating to legal rights of offenders; public and private agencies providing services to alcoholics, emotionally disturbed persons and individuals in need of family and employment counseling.

Requires ability to: inspire confidence and employ techniques of acquiring essential information from adult offenders, alcoholics and others; establish and maintain effective working relationships with community agencies, fellow employees and other professional personnel; prepare accurate and concise reports.

Requires skill in the application of professional principles and practices utilized in casework, especially as applied to adult emotional and behavioral disorders.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Senior Adult Probation Officer

From: Assistant Probation Officer
Social Service Worker

CLASS TITLE: SENIOR ADULT PROBATION OFFICER CODE: 8432

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, conducts pre-sentence investigations of persons convicted of felony charges; represents the department in assigned superior court; supervises a case load of probationers; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and assisting adult offenders and families, judges and other persons involved in assigned cases; preparing critical probation case reports and recommendations for court use.

EXAMPLES OF DUTIES:

1. Conducts investigations of persons convicted of felony charges to determine their eligibility for probation; interviews applicant to account for his version of the crime incident and investigates his prior record of arrest; evaluates the present violation by contacting the police department and the office of the district attorney; investigates the applicant's socio-economic and general background by reviewing police reports, contacting family, former employers, schools. military authorities and other agencies that had contacts with the individual; evaluates assembled information and prepares report for the court with department's recommendation and reason for or against granting probation to the applicant.

2. Attends sessions of assigned superior court; represents the department in all matters involving probation decisions and questions raised by the court, district attorney or the defendant's attorney; selects dates for probation hearings and submits supplemental information as required; calendars and presents motions to extend, revoke, modify and terminate probation.

3. Establishes reporting schedules for probationer and counsels him on existing problems; maintains contact with probationer's family and provides assistance in obtaining gainful employment; periodically advises court of probationers' progress; prepares written reports requesting that original charges be dismissed at the successful completion of probationary period.

4. Serves as secretary and parole officer of the county parole commission; screens applications for parole and submits findings and recommendations; supervises persons granted parole; represents the department at the nalline clinic and interviews new and repeat narcotic offenders; arranges weekly clinical visits for the patient and advises court of the nature of progress.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires four years of increasingly responsible social welfare experience, especially as applied to adult or family case work; or an equivalent combination of training and experience.

CLASS TITLE: SENIOR ADULT PROBATION OFFICER CODE: 8432

(Continued)

Knowledge, Abilities and Skills: Requires considerable knowledge of: the general provisions of the law relating to the legal rights of the criminal offender; the soci-economic and psychological factors leading to criminal and other antisocial behavior; the organization, operations and procedures of the superior court (criminal division and adult probation department.

Requires ability to: establish and maintain effective supervisory relationships with persons convicted of serious crimes; effect harmonious working relationships with the courts, department personnel and community agencies; prepare accurate and concise reports.

Requires skill in the application of principles and practices utilized in case work, especially as applied to adult probationers.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Supervising Adult Probation Officer

From: Adult Probation Officer

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SUPERVISING ADULT PROBATION OFFICER **JOB CODE: 8434**
Business Unit: COMMN

DEFINITION:
Under direction, assigns and directs the activities of Deputy Probation Officers engaged in interviewing, advising, counseling and supervising adult offenders; provides training on department policies and procedures; reviews court reports prepared by officers; confers with judges and representatives of other agencies; and performs related duties as required.

DISTINGUISHING FEATURES:
The 8434 Supervising Adult Probation Officer is distinguished from 8444 Deputy Probation Officer by its supervisory responsibilities and increased level of responsibility. It is distinguished from the 8435 Division Director, Adult Probation in that the latter has a broader array of responsibilities, including directing the activities of Supervising Adult Probation Officers and non-professional staff, establishing policies and procedures, and administering state and Federal grants in partnership with other law enforcement agencies.

SUPERVISION EXERCISED:
This classification directly supervises Deputy Probation Officers.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Assigns and directs the activities of Deputy Probation Officers engaged in interviewing, advising and supervising probationers.

2. Evaluates plans of Deputy Probation Officers for supervising probationers; reviews pre-sentence and other court reports for accuracy and completeness.

3. Trains new Deputy Probation Officers and instructs them regarding departmental policies and procedures; trains staff on changes in laws, and in departmental policies and procedures.

4. Confers with attorneys, judges and representatives of other agencies on unusual or difficult cases.

5. Confers with and exchanges information on probationers with representatives of social service organizations, treatment providers and others participating in the rehabilitation of probationers.

6. Prepares and reviews technical reports and operational records; prepares memoranda for staff.

7. May coordinate interagency meetings regarding services and grants; may chair task force committees within the department.

8. May act for a Division Director in his or her absence.

9. Performs related duties and responsibilities as assigned.

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JOB CODE TITLE: SUPERVISING ADULT PROBATION OFFICER **JOB CODE: 8434**
Business Unit: COMMN

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: the organization, operations and procedures of courts and the probation department; provisions of the Penal Code and other statutes that relate to the duties of the Deputy Probation Officer and the legal rights and obligations of the adult offender; the social, economic and psychological factors contributing to criminal and other anti-social behavior; and case management techniques including time management and methods of organizing assignments.

Ability to: assign, direct and review the work of Deputy Probation Officers; make referrals to treatment modalities that offer probationers the best chances of success; establish and maintain effective working relationships with department staff and representatives of public and private agencies engaged in the apprehension, conviction and rehabilitation of adult offenders; organize and conduct training of newly hired Deputy Probation Officers and to conduct training in areas of expertise for officers and staff; compose clear and concise reports, letters and memoranda; and effectively communicate orally with probationers, department staff and others engaged in probation-related activities.

EXPERIENCE AND TRAINING GUIDELINES:

1. Possession of a baccalaureate degree from an accredited college or university (major course study in the social sciences or related fields preferred);
2. Four years of verifiable experience as a probation officer working with adult offenders in a criminal justice system.

Substitution: Two years of experience as a parole officer working with adult offenders in a criminal justice system may substitute for two years of the required probation officer experience.

EFFECTIVE DATE:

AMENDED DATE: 6/9/00

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIVISION DIRECTOR, ADULT PROBATION CODE: 8435

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Chief Adult Probation Officer in the organization, planning and direction of the activities of a major division of the Adult Probation Department; coordinates the units both within the division and with other divisions, departments and agencies; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is the second level supervisor in the Adult Probation Department. Whereas the unit supervisor, class 8434 Supervising Adult Probation Officer, is responsible for daily supervision over a group of probation officers and related clerical staff, the Division Director, Adult Probation is responsible for the administrative planning and coordination of the units within a division. The Division Director, Adult Probation reports directly to the Chief Adult Probation Officer.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, organizes, directs and coordinates the activities, policies and procedures of a major division of the Adult Probation Department, consisting of a group of geographical or project units; confers with supervising personnel; formulates guidelines; resolves unit problems; disseminates information; keeps statistics for administrative purposes.
2. Assists the Chief Adult Probation Officer by advising on division activities and problems; represents the department in meetings; functions as a liaison with other divisions, departments and agencies; attends and observes court hearings in order to maintain liaison and resolve differences.
3. Reviews and participates in the selection, assignment, training and evaluation of staff.
4. Assists in the planning and preparation of the budget; assists in the coordination and control of supplies and office space.
5. Plans and implements policies and procedures to promote efficient coordination both within the division and with other divisions, departments, and agencies.
6. Develops, evaluates, and recommends policies to the Chief Adult Probation Officer.
7. May supervise a unit in addition to a division, if required.
8. May represent the Chief Adult Probation Officer, if so directed, including serving as acting head of the department.

CLASS TITLE: DIVISION DIRECTOR, ADULT PROBATION CODE: 8435

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Thorough knowledge of: the principles of human behavior, casework and interviewing; the applicable sections of State laws and codes; the functions, organization, policies and procedures of the Superior and Municipal Courts; the available community resources of public and private agencies; the function of various government boards and offices.

Ability to: plan, coordinate and supervise the activities of a group of probation units in an effective and flexible manner; prepare and present verbal and written material to a variety of individuals, representatives and groups.

ADOPTED: 12-19-77

AMENDED AND RETITLED: 2/22/88

#3035m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF ADULT PROBATION OFFICER CODE: 8436

CHARACTERISTICS OF THE CLASS:

Subject to judicial review and executive approval, is responsible for the proper administration of the adult probation department; formulates policies and plans and develops methods and procedures for the rehabilitation of adult probationers; cooperates with various social agencies, law enforcement bodies and interested persons and groups in programs of crime and delinquency prevention; and performs related duties as required.

Requires major responsibility for: coordinating, approving and executing policies and methods affecting all units of the department; the management of budgetary and fiscal activities and services of the entire organization; making continuing high level contacts with representatives of government and private agencies concerned with the welfare of adult probationers; directing the preparation, approval, review and maintenance of important records and reports affecting all operations of the department and individual case records of adult probationers.

EXAMPLES OF DUTIES:

1. Directs the activities and personnel of the adult probation department.
2. Develops department policies, methods and procedures and formulates plans for the rehabilitation of probationers.
3. Cooperates with various agencies, law enforcement bodies and interested persons and groups regarding programs of crime and adult delinquency prevention; makes recommendations to court for effecting betterments in procedures and services.
4. Prepares annual budget estimates for personal and non-personal services covering the various activities of the department; subsequently, is responsible for controlling expenditures within limitations of authorized appropriations.
5. Directs and participates in the preparation of required periodic reports of department operations and the maintenance of required records and files.
6. Serves as a member of the county parole commission.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires at least nine years of progressively responsible social welfare experience, especially as applied to adult or family case work, including four years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: social, economic and psychological factors contributing to criminal and other antisocial behavior; the applicable provisions of the law relating to the functions and duties of the probation officer and the legal rights and obligations of public offenders; the organization, operations and procedures of the municipal court and adult probation department.

Requires considerable ability to: establish and maintain effective administrative relationships with subordinate supervisors and adult offenders and respondents; plan, organize, assign and administer and review the work of subordinates; effect harmonious working relationships with numerous public and private agencies and individuals engaged in the apprehension, conviction and rehabilitation of adult offenders.

Requires considerable skill in the techniques of administering adult probation activities and in evaluating and counseling adult probationers.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: PROBATION OFFICER CODE: 8440

CHARACTERISTICS OF THE CLASS:

Under direction, conducts investigations and prepares recommendations to the courts in cases involving alleged offenses by juveniles; or conducts presentence investigations of adult offenders; supervises and counsels probationers and respondents; and performs related duties as required.

Requires responsibility for: Carrying out and explaining existing methods and procedures relating to the investigation of offenders and the supervision of probationers; regular contacts with probationers, family, relatives and various agency personnel to furnish or obtain information relating to assigned cases; preparing detailed and important confidential reports.

DISTINGUISHING FEATURES:

This is the journeyman, or fully experienced, level in the Probation Officer series. Appointments may be made to either the Adult or Juvenile Division. This class is distinguished from the next lower level in that the lower class of Probation Officer Trainee is an entry level classification not requiring previous work experience. In the next higher class of Senior Probation Officer, incumbents may be assigned leadman supervisory responsibility in a unit and/or carry out difficult caseload assignments requiring considerable skill and judgment.

EXAMPLES OF DUTIES:

1. Interviews juvenile or adult offenders, law enforcement officers, family, relatives, acquaintances, complainants and others in order to evaluate the nature of the violation, extent of responsibility, attitude, plans and other related information; investigates personal background, family history, education, employment and financial status; personally visits homes, schools, employers, churches, neighborhoods, recreational areas and other places to obtain pertinent social and economic background information; prepares and submits case findings requiring reports with recommendations for unit supervisor's approval; may represent department in court; records disposition and conditions of probation; interviews probationers regarding installment periods for court imposed fines, restitution, and child support.

2. Discusses the nature and conditions of probation with probationers and respondents; counsels and advises probationers and family in order to assist in the social rehabilitation of the offender; refers probationers to agencies and organizations dealing with specialized social, emotional or legal problems; evaluates probationer's progress in complying with court orders and prepares periodic reports and recommendations; discusses revocation action; case progress and case termination with supervisor; answers questions from courts, other departments and community organizations regarding the status and progress of probationers.

3. Investigates complaints of child neglect; interviews parents, relatives, religious leaders, social workers and the child to evaluate the complaints and determine their validity and seriousness; provides counseling and casework service to the parents and children to effect the social rehabilitation of the family; prepares progress reports and discusses advisability of referral of family to other agencies, placement of children in foster homes or institutions and determination of probation; arranges for placement of children in foster homes and counsels children and foster parents; maintains periodic contact to assess conditions of homes and children's progress.

4. Assigns, supervises and takes case histories of prisoners sentenced on drunk charges; conducts group meetings with jail inmates aimed at alcoholic rehabilitation; maintains complete records of alcoholic cases; investigates and provides essential information to courts, law enforcement agencies, and other groups, and represents the department at community groups interested in alcoholic rehabilitation.

SS TITLE: PROBATION OFFICER

CODE: 8440

IMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or uni-
sity, with a baccalaureate degree, with major course work in the social sciences.
Requires at least two years of increasingly responsible probation or social
fare experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: The principles,
chniques and trends in social and correctional casework; the various factors
fecting behavior of socially maladjusted individuals; court procedures and the
neral law relating to the legal rights of offenders; the services of public and
ivate agencies available to juvenile and adult offenders, dependent children,
otionally disturbed individuals, alcoholics, and those in need of family and em-
oyment counseling.

Requires ability to: Inspire confidence and employ techniques of acquiring
sential information from defendants, probationers and others; establish and main-
in effective working relationships with community agencies, co-workers and other
ofessional personnel; prepare clear, accurate and concise reports.

Requires skill in the application of professional principles and practices
ilized in probation and casework, especially as applied to emotional and behav-
ral problems.

License: Requires possession of a valid California Driver's License.

DOPTED: 1/4/71

bolishes: 8410 Probation Officer, Juvenile Court
8430 Adult Probation Officer

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SENIOR PROBATION OFFICER CODE: 8442

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the supervision of a Probation Department investigative or casework unit; investigates and supervises the more difficult cases; represents the department as a court officer; carries out a variety of specialized assignments, including volunteer activities, work furlough, staff training, community agencies liaison, night juvenile booking officer and ranch school probation officer; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and enforcing existing policies and methods relating to the investigation and supervision of cases; continuing contacts with offenders, families, employers, judges, community and governmental agency personnel and other persons involved in assigned cases in order to furnish or obtain information; reviewing confidential official documents; preparing important probation case reports with recommendations for court use.

DISTINGUISHING FEATURES:

Appointments in this class may be made to either the Adult or Juvenile Department. Types of assignments include: 1) investigating and supervising the more difficult cases; 2) assisting in the supervision of a unit; and 3) carrying out specialized assignments requiring a high degree of skill and initiative. This senior class is distinguished from the next lower class of Probation Officer where caseloads of average difficulty are assigned for investigation or supervision, while employees in the next higher class of Supervising Probation Officer are first level line supervisors.

The examples listed below are typical duties performed at this senior level, although other comparable level duties not listed may be assigned.

EXAMPLES OF DUTIES:

1. Assists in the supervision and review of work of Probation Officers; performs investigations and supervision of offenders and/or court wards; provides instruction and guidance in interviewing and casework techniques; reviews reports to determine adequacy of information and legal recommendations; reviews reports of progress; discusses reports and assists unit supervisor in conducting staff meetings prior to the presentation of court reports; acts for the unit supervisor in his absence.

2. Investigates and supervises the more difficult cases which may involve severe personality and emotional disorders, dangerously aggressive behavior, or aggravated offenses; gathers information from the offender, family, relatives, complainants, employers, law enforcement officers, governmental agencies and other sources; evaluates an applicant's behavioral, social and economic background; prepares reports with recommendations regarding the granting of probation; establishes reporting schedules and advises the court of substantial changes in the status of probation.

3. Serves as a court officer in an assigned court or courts; represents the department in matters involving probation decisions and questions raised by the court, district attorney or the defendant's attorney; selects dates for probation hearings and submits supplemental information as required; calendars and presents motions to extend, revoke, modify and terminate probation.

4. Plans, develops and conducts complete in-service training programs for new personnel; consults with superiors to determine specialized training needs for experienced Probation Officers; develops and coordinates advanced training classes.

5. May represent the department at community group meetings concerned with the operations and policies of the Probation Department; prepares special reports and

EXAMPLES OF DUTIES: (contd)

delivers lectures on the causes and extent of anti-social behavior and the methods employed in evaluating and rehabilitating offenders.

6. Coordinates the work furlough program for the Adult Probation Department; serves as liaison between the Probation Department and the courts, Social Services Department, Sheriff's Department, Department of Corrections and other agencies; maintains contacts with unions and various employment related agencies; interviews applicants for the program and determines eligibility; supervises probationers during their enrollment in the program; maintains and prepares reports and records, including managing monies earned by work furloughees.

7. Acts as night or weekend Juvenile Court probation officer; makes initial investigations of minors; cases brought to Juvenile Hall at night and on weekends; books or releases minors brought to Juvenile Hall during assigned shift.

8. Serves as special Probation Officer for the Boys' Ranch Schools; maintains complete disciplinary reports and advises staff members on serious behavior problems; counsels, admonishes and disciplines boys and prepares reports to the court on failures, runaways, medical releases, changes of placement and graduation summaries; appears at all hearings of Juvenile Court concerned with the status of wards assigned to the Boys' Ranch School; serves as relief Counselor and/or supervises the operations of the Boys' Ranch School as assigned.

9. Plans, organizes and directs the activities of the Volunteer Auxiliary at the Juvenile Court; recruits, interviews, screens and trains new volunteers; speaks before various groups and organizations; coordinates projects and programs for wards of the Juvenile Court with cooperating service and civic organizations; conducts all financial transactions of the Volunteer Auxiliary; develops and coordinates publicity campaigns.

10. Reviews, recommends, files and executes petitions for the sealing of former Juvenile Court records; interviews applicant and checks all pertinent records to determine if rehabilitation has been attained; notifies all affected agencies of the Superior Court decree and order; files step-parent adoption reports and records with the Superior Court; interviews the child's natural parents, step-parents, attorneys and others; witnesses and executes all necessary documents to complete the adoption procedure.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires four years of increasingly responsible probation or parole casework experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The methods, techniques and procedures in evaluating and supervising juvenile or adult offenders; the organization, operations and procedures of the court and related agencies; the social, economic and psychological factors affecting criminal and other anti-social behavior; the general provisions of law relating to the legal rights of defendants; the services and facilities available to delinquent and dependent children and their families.

Requires considerable ability to: When assigned, assist in the overall supervision of a departmental unit; inspire confidence, maintain effective working relationships and employ techniques of acquiring essential information; develop and maintain harmonious working relationships with the courts, governmental and community agencies and departmental personnel; review and evaluate official documents; prepare accurate and concise reports.

Requires skill in the application of the principles and practices utilized in probation casework.

License: Requires possession of a valid State motor vehicle operators license.

PROMOTIVE LINES:

To : 8414 Supervising Probation Officer (Consolidates 8412 Sr. Probation Officer, Juvenile Court and 8432 Sr. Adult Probation Officer)

From: 8410 Probation Officer

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: DEPUTY PROBATION OFFICER (Deep Class) **CODE: 8444**

DEFINITION:

This specification defines and describes the full range of tasks included within the levels of the deep class of Deputy Probation Officer. Assignments within this class vary in degree of complexity, responsibility and amount of supervision received.

Under supervision, conducts general and pre-sentence investigations; investigates and supervises adult or juvenile defendants or court wards; prepares various reports for the courts; prepares recommendations and assists the courts in detention decisions and recommendations for sentencing decisions; supervises and counsels probationers to assist in complying with the court orders, educational and vocational services and family counseling; performs intensive casework management; assists in the training of new and reassigned officers; performs a variety of specialized assignments; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is unique in that it encompasses a wide range of levels from beginning through the fully experienced journey level. Positions in the class exist in both Adult and Juvenile Probation departments and perform assignments that require a high degree of ability and initiative as experience is gained. It is distinguished from the 8414 Supervising Probation Officer, Juvenile Court and 8434 Supervising Adult Probation Officer which are first line supervisory classes.

SUPERVISION EXERCISED:

This position may coordinate the work of clerical/technical personnel and may be required to supervise other less experienced Deputy Probation Officers in the absence of the Supervising Probation Officer.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed."(CSC Rule 9.3.2)

1. Interviews, investigates and supervises juvenile and adult offenders including cases which may entail severe personality and emotional disorders, dangerously aggressive behavior, aggravated offenses; interviews offenders, law enforcement officers, government agencies, employers, victims, family, relatives, acquaintances, and others in order to evaluate the nature of the violation, extent of responsibility, attitude, plans and other related information; interacts with workers from other agencies in cases of mutual interest; investigates personal background, family history, education, employment and financial status; visits homes, schools, employers, churches, neighborhoods, recreational areas and other places to obtain pertinent social and economic background information;

prepares and submits case findings requiring reports with recommendations for unit supervisor's approval; may represent department in court; records disposition and conditions of probation, interviews probationers about installment payments of court imposed fines, restitution and child support.

2. Appears in court as needed and represents the department in matters involving probation decisions and questions raised by the court, district attorney or the defendant's attorney; submits supplemental information as required; calendars and presents motions to extend, revoke, modify and terminate probation.

3. Assists in the training of new or reassigned officers and may act as backup supervisor.

4. May represent the department at community group meetings concerned with the operations of policies of the probation department; may prepare special reports and deliver lectures on the causes and extent of anti-social behavior and the methods employed in evaluating and rehabilitating offenders.

5. Discusses the nature and conditions of probation with probationers and respondents; counsels and advises probationers and refers them to agencies and organizations dealing with specialized social, emotional or legal problems; evaluates probationers' progress in compliance with court orders and prepares periodic reports and recommendations; discusses revocation action, case progress and case termination with supervisor, answers questions from courts, other departments and community organizations regarding the status and progress of probationers.

6. Serves as liaison between the probation department and the courts, Department of Human Services, Sheriff's Department, California State Department of Corrections and other agencies; confers with other staff members on casework techniques and special problems; maintains contacts with various employment related agencies; interviews applicants for programs and determines eligibility; supervises probationers during their enrollment in programs; and prepares and maintains reports and records.

7. Investigates complaints of habitually beyond control behavior; interviews parents, relatives, religious leaders, social workers and the child to evaluate the complaints and determine their validity and seriousness; provides counseling and casework service to the parents and children to effect the social rehabilitation of the family; prepares progress reports and discusses advisability of referral of family to other agencies, discusses placement of children in foster homes or institutions and determination of probation; arranges for placement of children in foster homes and counsels children and foster parents; maintains periodic contact to assess conditions of homes and children's progress.

8. Reviews, recommends, files and executes petitions for the sealing of former Juvenile Court records; interviews applicant and checks all pertinent records to determine if rehabilitation has been attained; notifies all affected agencies of the Superior Court decree and order; files step-parent adoption reports and records with the Superior Court; interviews the child's birth parents, step-parents, attorneys and others; witnesses and executes all necessary documents to complete the adoption procedures.

9. Participates in specialized assignments including but not limited to gang and drug abatement, sex crimes, serious/habitual offenders, multiple agency task force, field enforcement and community liaison.

10. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

KNOWLEDGE OF: the methods, techniques and procedures in evaluating and supervising juvenile and adult offenders; principles, techniques and trends in social and correctional casework; the various social, economic and psychological factors affecting criminal and other anti-social behavior of individuals; court procedures and the general law relating to the legal rights of offenders; services of public and private agencies available to offenders, dependent children, emotionally disturbed individuals, alcoholics, and those in need of family and employment counseling.
Ability to: inspire confidence and employ techniques of acquiring essential information from offenders and others; develop, establish and maintain effective working relationships with the courts, governmental and community agencies, co-workers and other departmental personnel; review and evaluate official documents; and prepare clear, accurate and concise reports for a legal environment.
Skill: computer literacy.

Experience and Training guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Training: Possession of a baccalaureate degree from an accredited college or university with major course work in the Social and Behavioral Sciences or closely related field.
License or Certificate: Possession of a valid Driver's License.
Special Requirements: The Deputy Probation Officer class employees must complete 200 hours of core probation officer training during the first year of appointment. Employees in this classification are peace officers as defined by section 830.5 of the Penal Code and must satisfy the State of California criteria for peace officer status. Appointees will be required to meet State-mandated CORE training requirements as defined by Standards for Training in Corrections (STC). Employees must also conform to all other requirements necessary to hold and maintain peace officer status pursuant to the California Government Code.

Effective: 6/30/97

Amended: 6/22/98

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COURT ALTERNATIVE SPECIALIST I CODE: 8446

CHARACTERISTICS OF THE CLASS:

Under general supervision, interviews and evaluates the needs of individuals referred to an alternative sentencing program; prepares and presents reports to the courts; coordinates placement of court referrals in appropriate community service and rehabilitation assignments; prepares and maintains case records and reports and performs related duties as required.

DISTINGUISHING FEATURES:

This is the full journeyman level classification in the Court Alternative series. Individuals in this class are required to function with relative independence under the general supervision of a Court Alternative Specialist II in providing for the placement of court assignees in appropriate alternative sentencing assignments. The Court Alternative Specialist series is distinguished from positions in the Probation Officer series in that the former describes positions which provide alternative sentencing services to court selected clients while the latter describes positions which are responsible for monitoring probation of court offenders.

EXAMPLES OF DUTIES:

1. Interviews, assesses and evaluates the needs of individuals referred by the courts to an alternative sentencing program.
2. Coordinates placement of court assignees in appropriate community service and rehabilitation programs.
3. Acts as liaison to the courts relative to court alternative program activities; prepares and presents reports to the courts on court assignees.
4. Develops and maintains working relationships with a variety of public and private service agencies; disseminates program information to these agencies and the public.
5. Develops selection criteria and assists in the investigation, orientation and selection of community agencies for use as placement sites for program assignees.
6. Prepares and maintains case records and other related project reports and correspondence.
7. Assists in the supervision and in-service training of program employees.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree with major coursework in the behavioral or social sciences.

Requires at least one year of experience in a court referral program or closely related public service work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: the principles, techniques and trends in alternative sentencing programs; the criminal justice system, including organization, operation and procedures of the Courts and related agencies; interviewing techniques and dynamics of human behavior; community resources and the needs and services available to multi-ethnic groups and disadvantaged juveniles and adults.

Requires ability to: establish and maintain effective working relationships with community agencies, representatives of the courts, clients, other departmental personnel and the public; communicate effectively with individuals of divergent ethnic, social and cultural backgrounds; prepare and present clear and concise reports.

LASS TITLE: COURT ALTERNATIVE SPECIALIST I CODE: 8446

INIMUM QUALIFICATIONS: (continued)

License: Requires possession of a valid California Driver's license.

ROMOTIVE LINES:

O: 8448 Court Alternative Specialist II

ROM: Original Entrance Examination

DOPTED: 2-5-79

EW CLASS

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COURT ALTERNATIVE SPECIALIST II CODE: 8448

Under direction, develops, directs and coordinates an alternative sentencing program for the Municipal and Superior Courts; directs referral of court assginees to community service and rehabilitation assignments; develops community resources to provide placements for court assignees; directs the activities of subordinate staff and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in class 8448 Court Alternative Specialist II are distinguished from those in class 8446 Court Alternative Specialist I in that they are responsible for supervision of employees in the latter classification and for the overall administration of an alternative sentencing program of the court system. The Court Alternative Specialist series is distinguished from positions in the Probation Officer series in that the former describes positions which provide alternative sentencing services to court selected clients while the latter describes positions which are responsible for monitoring probation of court offenders.

EXAMPLES OF DUTIES:

1. Administers a court alternative program for the Municipal and Superior Courts, supervises the activities of subordinate staff assigned to the program.
2. Selects and orients agencies to serve as community service and diversion assignment locations for referrals of the court.
3. Interviews and evaluates clients of the court system; prepares and presents report to the court; directs placement of court assignees to appropriate rehabilitation or community service programs.
4. Interprets program operations and procedures to members of the staff, justice system agencies and members of the public.
5. Prepares budgets, funding proposals, records and reports relative to program operation.
6. Provides training for staff in the principles and techniques of interviewing, casework, and community organization work.
7. Maintains liaison with Courts and members of City, State, Federal and community agencies relative to coordination of court alternative program services.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree with major course work in the behavioral or social sciences.

Requires at least three years of increasingly responsible experience in a court referral program or closely related public service work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: the principles of supervision; the criminal justice system, including the organization, operation and procedures of the Courts and related agencies; case work techniques and the dynamics of human behavior; the principles, techniques and trends in alternative sentencing programs; and the needs and services available to multi-ethnic groups and disadvantaged juveniles and adults.

TITLE: COURT ALTERNATIVE SPECIALIST II CODE: 8448

QUALIFICATIONS: (continued)

Requires ability to: Assign and supervise the work of other employees; establish maintain effective working relationships with community agencies, representatives of the courts, other departmental personnel and the public; communicate effectively with individuals of divergent ethnic, social and cultural backgrounds; prepare clear and concise reports and speak effectively before groups of people.

License: Requires possession of a valid California Driver's license.

PROMOTIVE LINES:

TO: No normal lines of promotion

FROM: 8446 Court Alternative Specialist I

ADOPTED: 2-5-79

NEW CLASS

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CRIMINAL JUSTICE SPECIALIST I CODE: 8450

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in the conduct of a variety of research, planning and consultation activities related to the program of the Criminal Justice Council; collects and analyzes socio-economic data and performs related research work; acts as a consultant to outside agencies in connection with Criminal Justice Council activities, and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in the class of Criminal Justice Specialist I carry responsibility for the conduct of research and analysis of specific projects of normal complexity. Approach and survey methods are normally established by superiors and work is subject to review and approval. Incumbents may provide consultative services to outside agencies or groups on matters of normal complexity.

EXAMPLES OF DUTIES:

1. Assists in organizing and conducting research studies of criminal justice agencies by collecting data and interviewing personnel of criminal justice agencies.
2. Provides consulting services to agencies involved in the juvenile delinquency area under Calif. Council on Criminal Justice grants and gives technical assistance with management of grant projects.
3. Acts as staff liaison for the Juvenile Delinquency Task Force and its subcommittees by setting up meetings, keeping minutes, summarizing their recommendations to be presented to the Mayor's Criminal Justice Council.
4. Maintains files of current information on various sources of funding for juvenile delinquency projects.
5. Assists in preparation of drafts and applications for federal, state and private funding grants for projects to aid juvenile delinquency projects.
6. Attends meetings of the Calif. Council and its Task Forces relating to juvenile delinquency problems and its funding allocations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree in criminology or sociology and at least one year of experience in a position whose major duties involve the conduct of research on the social or economic aspects of criminal justice activities, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of modern theory of sociology and criminology, particularly as applied to large urban centers; research and statistical methods; modern psychology, particularly as applied to juvenile behavior

Requires the ability to: Conduct independent research; represent the Criminal Justice Council before outside agencies; ability to write and speak effectively.

Adopted: 11/19/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CRIMINAL JUSTICE SPECIALIST II CODE: 8452

CHARACTERISTICS OF THE CLASS:

Under direction, carries out a variety of complex research activities and analytical studies of socio-economic factors related to the program of the Criminal Justice Council; coordinates and supervises the work of subordinates engaged in such activitie provides consultation to outside groups and agencies on matters affecting the criminal justice program; performs related duties as required.

DISTINGUISHING FEATURES:

Positions in the class of Criminal Justice Specialist II carry responsibility for the performance of the more complex and important research activities; incumbents may be responsible for assigning, reviewing and approving the work of one or more subordinates. Incumbents work with considerable independence and may act in a responsible capacity as consultants to outside groups or agencies regarding criminal justice activit

EXAMPLES OF DUTIES:

1. Compiles and prepares technical, physical, economic and social statistical da in the form of reports and graphs delineating demographic data relating to crime designed to implement the goals of the city-wide criminal justice system plan; writing and editing criminal justice plan.
2. Conducts independent research requiring originality and initiative in the fie of criminal justice, including the judicial process, law enforcement, correctional facilities, rehabilitative techniques and crime prevention; collects data, makes studi writes reports, and monitors program effectiveness of projects included in or seeking funding under Omnibus Crime Control and Safe Street Act of 1968.
3. Prepares charts, maps and other visual aids to illustrate studies of specific problems affecting the criminal justice system.
4. Assists in the development and organization of training programs for criminal justice agencies and community based organizations affecting the criminal justice system.
5. Assists in preparation of important reports, memoranda, comprehensive programatic grant applications and other documents to LEAA and Calif. Council on Criminal Justice; attends public hearings.
6. Serves as staff assistant and resource person to the Mayor's Criminal Council's task forces and sub-committees on drugs, diversion, delinquency, adult treatment and rehabilitation and police services.
7. Maintains files of informational sources in specifically assigned areas in the field of criminal justice.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year university or colleg with a baccalaureate degree in sociology, criminology and two years of experience in a position which involved the conduct of responsible research in the field of sociology or criminology, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of modern research methods used in sociologic, demographic and criminalistic studies and of the San Francisco metropolitan area, its population and social problems peculiar to the area and the aims and purposes of the Criminal Council.

Requires ability to: Independently conduct a variety of research projects and to report on them; represent the Council on a responsible level to legislative groups and representatives of outside agencies interested in Council activities; speak and write effectively.

Adopted: 11/19/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CRIMINAL JUSTICE SPECIALIST III CODE: 8454

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and directs the work of a group of subordinates engaged in a variety of socio-economic studies, data collection and analysis, and related work pertaining to the activities of the Criminal Justice Council; performs the most difficult research and analysis; acts as consultant to outside agencies or groups; may represent the Council as directed; and performs related duties as required.

DISTINGUISHING FEATURES:

Criminal Justice Specialist III is the full supervisory level in this series; incumbent exercises responsibility for planning and organizing research activities and assigning and reviewing the work of subordinate specialists; incumbent may exercise responsibility for representing the Council on important matters.

EXAMPLES OF DUTIES:

1. Performs responsible planning work, reviewing reports and research involving the criminal justice agencies; assists in the design and development of programs for improvement of criminal justice agencies.
2. Prepares drafts of applications for federal, state or private funding grants, primarily those involved with the Calif. Council on Criminal Justice and the Law Enforcement Assistance Act.
3. Corresponds with governmental agencies, private organizations, research groups, and other agencies to gather information concerning problems of the criminal justice agencies regionally and locally, synthesizes this information, and prepares memoranda and reports, and makes recommendations for consideration by staff superiors and Council members.
4. Represents the Council before outside organizations, private and public agencies and legislative groups as directed.
5. Conducts, as staff representative, meetings of the task forces of the Council, particularly those involved with police services and related matters.
6. Pre-edits reports, texts and research studies compiled by subordinates and supervises the final stages of some documents for Cal. Council on Criminal Justice.
7. Maintains files of informational sources from a wide variety of fields, and assists in supervision and work plans of subordinate personnel, including interns and paraprofessionals.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree in sociology, criminology, or some closely related field. Requires four years of progressively responsible experience in the conduct of research in the field of sociology or criminology, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the causes, extent and sources of information on criminal behavior; programs, organizations and procedures of public and private organizations dealing with crime and delinquency, including police agencies, courts and correctional agencies, as well as private or community organizations dealing with the program of urban crime; funding sources for programs related to the control of crime.

Requires ability to: Plan, organize and direct a variety of research projects; analyze and recommend on a variety of socio-economic, legal and law enforcement problems; represent the Council before legislative bodies and outside agencies; speak and write effectively.

Adopted: 11/19/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CRIMINAL JUSTICE SPECIALIST III CODE: 8454

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and directs the work of a group of subordinates engaged in a variety of socio-economic studies, data collection and analysis, and related work pertaining to the activities of the Criminal Justice Council; performs the most difficult research and analysis; acts as consultant to outside agencies or groups; may represent the Council as directed; and performs related duties as required.

DISTINGUISHING FEATURES:

Criminal Justice Specialist III is the full supervisory level in this series; incumbent exercises responsibility for planning and organizing research activities and assigning and reviewing the work of subordinate specialists; incumbent may exercise responsibility for representing the Council on important matters.

EXAMPLES OF DUTIES:

1. Performs responsible planning work, reviewing reports and research involving the criminal justice agencies; assists in the design and development of programs for improvement of criminal justice agencies.
2. Prepares drafts of applications for federal, state or private funding grants, primarily those involved with the Calif. Council on Criminal Justice and the Law Enforcement Assistance Act.
3. Corresponds with governmental agencies, private organizations, research groups, and other agencies to gather information concerning problems of the criminal justice agencies regionally and locally, synthesizes this information, and prepares memoranda and reports, and makes recommendations for consideration by staff superiors and Council members.
4. Represents the Council before outside organizations, private and public agencies and legislative groups as directed.
5. Conducts, as staff representative, meetings of the task forces of the Council, particularly those involved with police services and related matters.
6. Pre-edits reports, texts and research studies compiled by subordinates and supervises the final stages of some documents for Cal. Council on Criminal Justice.
7. Maintains files of informational sources from a wide variety of fields, and assists in supervision and work plans of subordinate personnel, including interns and paraprofessionals.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree in sociology, criminology, or some closely related field. Requires four years of progressively responsible experience in the conduct of research in the field of sociology or criminology, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the causes, extent and sources of information on criminal behavior; programs, organizations and procedures of public and private organizations dealing with crime and delinquency, including police agencies, courts and correctional agencies, as well as private or community organizations dealing with the program of urban crime; funding sources for programs related to the control of crime.

Requires ability to: Plan, organize and direct a variety of research projects; analyze and recommend on a variety of socio-economic, legal and law enforcement problems; represent the Council before legislative bodies and outside agencies; speak and write effectively.

Adopted: 11/19/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT SECRETARY, COUNTY PAROLE COMMISSION CODE: 8464

CHARACTERISTICS OF THE CLASS:

Under direction, acts as recording secretary to the County Parole Commission; assists in the preparation of cases for hearing by the Commission; maintains statistical and fiscal records of the County Parole Office, and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification is the principal assistant to the Executive Director, County Parole Commission and performs the record keeping and clerical function of the County Parole Office. The Assistant Secretary prepares cases for the County Parole Commission by completing various forms and obtaining the necessary records for presentation at parole hearings. This involves either research into probation and jail records and personal interviews with prisoners eligible for parole or assisting other staff in these investigative duties.

EXAMPLES OF DUTIES:

1. Acts as recording secretary to the County Parole Commission; attends parole hearings; records minutes and proceedings including the disposition of cases; implements the Commission's decisions by completing and forwarding appropriate forms and directives to the proper law enforcement offices or agencies.

2. Assists the Executive Director in preparing cases for parole hearings by determining from court, probation and jail records the eligibility of subjects for parole; gathers information from local records and state and federal computerized criminal justice information records for presentation to the Commission.

3. Interviews applicants for parole; reviews with them parole hearing and post-release reporting procedures; provides assistance in arranging post-release placements.

4. Assists in providing supervision and follow-up counseling for persons paroled from the San Francisco County jails; maintains a liaison with the parole officer in charge and reports any contacts with the parolee or other pertinent information to the parole officer.

5. Maintains files on parole applicants and parolees; gathers data for and makes statistical reports to the County Parole Commission.

6. Prepares forms, memoranda, and correspondence; answers telephone, directs calls and gives information regarding the activities of the County Parole Office.

MINIMUM QUALIFICATION:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences. Requires one year of responsible interviewing or investigative experience in a criminal justice setting; or an equivalent combination of training and experience.

Knowledges, Abilities, and Skills: Requires knowledge of: The behavioral sciences as related to the adult offender; interviewing and investigative techniques and procedures; basic parole law and the policies and procedures of the County Parole Commission; general office and business activities and procedures.

CLASS TITLE: ASSISTANT SECRETARY, COUNTY PAROLE COMMISSION CODE: 8464

Knowledges, Abilities, and Skills: (continued)

Requires ability to: Employ techniques of acquiring essential information by interviewing adult offenders, and by using the criminal justice information system to gather data and case records; establish and maintain effective working relationships with community agencies, co-workers, and the general public; compose routine correspondence; speak and write clearly, concisely and effectively.

Requires typing skill sufficient to prepare routine forms, memoranda, and letters.

License: Requires possession of a valid California Driver's License.

PROMOTIVE LINES:

To be determined

NEW CLASS

ADOPTED: 11/15/76

New Class
11/15/76

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE DIRECTOR, COUNTY PAROLE COMMISSION CODE: 8470

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the County Parole Commission, administers, coordinates and directs all Commission activities; directs and maintains the program of crime and delinquency-prevention of the Commission within the framework which established it; formulates release plans for county prisoners and develops methods and procedures for the re-entry and rehabilitation of persons placed on parole from county jails by the Commission; and performs related duties as required.

DISTINGUISHING FEATURES:

The employee in this single-position classification is the chief executive officer responsible for the operation of all functions and activities of the Office of the County Parole Commission. This employee also acts as the liaison between the County Parole Commission and federal, state, and local law enforcement offices and agencies.

EXAMPLES OF DUTIES:

1. Serves as the executive officer of the County Parole Commission in the coordination and direction of the staff and its activities; directs the investigation and prerelease evaluation of parole applications received by the Commission and develops recommendations for re-entry programs designed to assure success on parole; supervises professional, para-professional and clerical workers in investigative and rehabilitative duties; plans, assigns, schedules and reviews program of work; prepares and administers departmental budget and directs the maintenance of necessary records and reports.

2. Develops and implements staff policies, methods, and procedures and formulates plans for the rehabilitation of parolees; directs the supervision of all persons paroled from county jails, insuring the adequacy of follow-up procedures in compliance with orders and conditions of the Commission; supervises the preparation of reports on the progress of parolee rehabilitation.

3. Assists the Commission in the exercise of its duties and responsibilities as required by law; supervises the preparation of agendas and minutes for Commission meetings; assists the Chairman of the Commission in ensuring that Commission hearings proceed in an orderly and efficient manner, calling all matters scheduled on the calendar of Commission meetings; assists the Commission in the review of parole applications and the examination of applicants appearing before the Commission.

4. Prepares regular reports for the County Parole Commission as required by law and also prepares other reports as requested by the Commission; acts as the source of accurate and reliable data on problems related to the work of the Commission; supervises the preparation of detailed reports on all prerelease investigations and interviews; and is responsible for the centralized filing of reports on all orders and actions taken by and on behalf of the Commission.

5. Directs the development and maintenance of methods and procedures for gathering and reporting accurate and reliable data on persons paroled from county jails; cooperates with various social agencies and law enforcement bodies in the maintenance of effective supervision of county parolees; coordinates with community agencies the delivery of re-entry services in the fields of employment counseling, drug abuse treatment and mental health therapy.

TITLE: EXECUTIVE DIRECTOR, COUNTY PAROLE COMMISSION CODE: 8470

PLES OF DUTIES: (continued)

6. Supervises field investigations related to parolee activities; conducts pre-revocation hearings on alleged violations of parole; prepares detailed reports on findings and conclusions of pre-revocation proceedings as required by law; makes recommendations for final disposition of alleged parole violators at Commission revocation hearings.

7. Directs and participates in the preparation of required periodic reports of Commission operations, including data on parolee recidivism rates; prepares evaluations and makes recommendations to the Commission for effecting improvements in methods and procedures for conducting hearings, producing reports, keeping records and maintaining supervision.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, and either a) a law degree or b) a Master's degree in criminology, penology, sociology, public administration or a closely related field.

Requires three years of progressively responsible experience in adult casework including two years in parole program development and implementation or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: social, economic and psychological factors contributing to criminal and other antisocial behavior; the applicable provisions of the law relating to the duties and responsibilities the designated representative of the County Parole Commission; the legal rights and obligations of persons requesting Commission action; the organization, operations and procedures of the Commission and its relation to the criminal justice system. Requires comprehensive technical and working knowledge of: professional principles and practices utilized in parole and postrelease services.

Requires considerable ability to: establish and maintain effective working relationships with Commissioners, jail personnel, adult offenders and numerous public and private agencies and individuals engaged in the classification and rehabilitation of adult offenders; review and evaluate official documents; prepare technical and informational data for administrative use and publication; speak effectively at professional, non-professional and community meetings and on radio or television.

PROMOTIVE LINES:

To : To be determined

From: Original Entrance Examination

NEW CLASS

ADOPTED : 11/15/76

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CRIME PREVENTION WORKER CODE: 8482

CHARACTERISTICS OF THE CLASS:

Under general supervision, carries out crime prevention programs which improve the security of senior citizens in the city's neighborhoods; escorts senior citizens to a variety of service points using appropriate means of transportation; makes and maintains contacts within the neighborhood community in order to provide crime prevention information; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first level in the Crime Prevention Worker series. Crime Prevention Workers are civilian employees of the Community Services Division of the Police Department. They work directly with senior citizens to explain crime prevention methods and act as escorts. Incumbents in this class report to Supervising Crime Prevention Workers who coordinate crime prevention activities in a district office.

EXAMPLES OF DUTIES:

1. Provides protective escort accompanying senior citizens to a variety of service providers including government, social service, medical facilities and neighborhood businesses.
2. Selects the most appropriate means of transport after considering time, distance and the health of the individual to be escorted.
3. Patrols assigned areas on foot to be available for escort services and crime prevention monitoring; uses a two-way radio to report to and take direction from a central dispatcher.
4. Provides information on crime prevention, and personal property safety to senior citizens on a continuing basis; schedules, attends and addresses meetings in connection with these subjects.
5. Works with senior citizens to inform them of available social services; refers them to appropriate agencies; may accompany them to appointments and may act as an advocate.
6. Keeps records, logs, reports and accounts of services provided; given first-aid, and cardiac pulmonary resusciation in emergency situations; provides companionship to elderly shut-ins and performs limited chore services as directed.
7. May be assigned to operate a base station radio to dispatch and monitor activities of personnel assigned to walking patrol duties.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of high school or the equivalent combination of training and experience.

Knowledge, Abilities and Skills: Some knowledge of crime prevention programs, San Francisco neighborhoods and the needs of senior citizens; community organizing techniques.

Ability and skill to: communicate effectively; deal tactfully with the public and senior citizens in particular; develop and maintain community contacts; take direction; maintain records; conduct small group meetings; complete on-the-job training programs, including first aid and CPR certification; pass Police Department background investigation.

Certificates: First Aid and Cardiac Pulmonary Resusciation certifications must be obtained prior to field placement.

ADOPTED: 7-18-83

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SUPERVISING CRIME PREVENTION WORKER CODE: 8484

CHARACTERISTICS OF THE CLASS:

Under general supervision, plans and supervises the work of Crime Prevention workers carrying out crime prevention programs for senior citizens; directs the day to day operation of a neighborhood site office; coordinates neighborhood program activities within city-wide program goals; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first supervisory level in the Crime Prevention series. Supervising Crime Prevention Workers are civilian employees of the Community Services Division of the Police Department. They are directly responsible for the activities of a neighborhood site office and staff, making certain that the levels and standards of program service are met. Employees in this class are also responsible for giving crime prevention and program information to Crime Prevention Workers and neighborhood agencies and community groups.

EXAMPLES OF DUTIES:

1. Plans, assigns and supervises the carrying out of crime prevention programs including protective escort, walking patrol, personal and property security, and referral services.
2. Manages the site office; prepares and keeps written and statistical reports dealing with program, personnel and fiscal activities; meets a variety of deadlines by supplying accurate, on-time information.
3. Assures delivery of program services by scheduling, monitoring and evaluating field and office staff; gives or arranges for on the job training and refresher courses for all site personnel; and keeps an inventory of materials and supplies.
4. Represents the program to the community and public and private agencies by writing letters, bulletins and articles and by attending and speaking at community meetings; plans and carries out a variety of outreach and public relations activities in each neighborhood.
5. Prepares and updates a listing of community and city-wide resources for use in program activities including referral and advocacy.
6. May assign, supervise and monitor the activities of a walking patrol crime prevention unit; assists in on the job training for this part of the program.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of high school or the equivalent and at least two years of community service work, including one year in local crime prevention or senior citizen programs; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of crime prevention programs, San Francisco neighborhoods, the needs of senior citizens and the resources to meet those needs, and community organizing techniques.

Ability and skill to: communicate effectively in person and in writing; deal tactfully with the public and senior citizens in particular; adopt and put into practice crime prevention programs; provide leadership and direction to subordinates; prepare reports and maintain records; pass Police Department background investigation.

Certificates: First Aid and Cardiac Pulmonary Resuscitation certifications must be obtained prior to field placement.

ADOPTED: 7-18-83

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR, CRIME PREVENTION PROGRAM CODE: 8486

CHARACTERISTICS OF THE CLASS:

Under administrative direction, is responsible for the supervision of daily activities and operations of the Crime Prevention Program including the Senior Escort Service; plans and designs crime prevention programs and strategies; coordinates and monitors the work of Crime Prevention Workers through subordinate district supervisors; provides technical training and guidance; directs the preparation of a variety of administrative reports and documents; supervises administrative staff; represents and may act for the Director in case of absence; and peforms related duties as required.

DISTINGUISHING FEATURES:

This single-position class supervises the daily operations of the Crime Prevention Program. The incumbent directs, interprets and enforces office policies and procedures; develops and trains subordinates; and assists the Director in administration of the program. It is distinguished from the Director, Crime Prevention Program in that the latter serves as a division head, having responsibility for carrying out the policies of the Police Department with respect to the Senior Escort Service and Crime Prevention Program and establishes and administers related policies and procedures. It is distinguished from the Supervising Crime Prevention Worker in that the latter serves as a coordinator of a specific program activity or as a first-line supervisor to a group of Crime Prevention Workers.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Oversees and directs daily activities of a Crime prevention program; through district supervisors and program coordinators sets standards for subordinate staff; monitors and evaluates work pursuant to established policies.
2. Acts for the Director in case of absence in all routine matters and in special matters as assigned; may represent the Program in meetings with Police personnel, representatives of City Departments, community organizations and others.
3. Supervises caseload activities and administrative office operations. Plans and designs program strategies related to crime prevention; interprets crime trends and responses.
4. Assists the director with the development and monitoring of the Program's budget. Manages financial and accounting methods and procedures.
5. Develops and provides training and guidance to district offices in crime prevention techniques, scheduling, reporting and use of transportation system.
6. Administers personnel matters including hiring, training, disciplinary actions; develops and implements policies and procedures for staff development, promotes effective working relationships among district supervisors, subordinate staff, and between staff and other departmental personnel and the public.

CLASS TITLE: ASSISTANT DIRECTOR, CRIME PREVENTION PROGRAM CODE: 8486

EXAMPLES OF DUTIES: (continued)

7. Assists the director with statistical analyses, reporting and documentation concerning activities of the Crime Prevention Program. Coordinates the development and distribution of crime prevention literature.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Extensive knowledge of: The needs of senior citizens and the resources available to meet those needs, crime prevention programs, and community organizing techniques.

Ability to: supervise, coordinate, review and evaluate the work of subordinates; prepare clear, accurate and detailed records and reports; develop, interpret and implement administrative policies and procedures; make effective oral and written presentations on the activities of the Senior Escort Service and Crime Prevention Program; work courteously, sensitively and effectively with a broad spectrum of senior citizens, subordinates, other department personnel, and representatives of community agencies and the public.

ADOPTED: 9/21/87

#2004m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, CRIME PREVENTION PROGRAM CODE: 8488

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and carries out a variety of neighborhood based senior citizen escort and crime prevention programs; supervises the work of site and central office employees; develops and monitors policies, methods and procedures for program activities; works with citizens, business and community groups, a city-wide advisory board and other agencies to explain and meet program goals and objectives; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the highest level of the Crime Prevention Worker series. The Director is a civilian employee of the Community Services Division of the Police Department and reports to its commanding officer. The incumbent is responsible for administering and coordinating a city crime prevention program which promotes the security and self-sufficiency of senior citizens in the city's neighborhoods.

EXAMPLES OF DUTIES:

1. Directs, coordinates and supervises the activities of administrative and field staff engaged in a city crime prevention program; monitors program information to measure progress toward program goals and objectives; conducts program review and development studies to evaluate the program's effectiveness.
2. Plans and carries out program modifications; responds to extraordinary and emergency events in a prompt, effective manner.
3. Assists Police Department personnel in overseeing budgetary and financial aspects of the program; is responsible for the preparation and monitoring of the program budget.
4. Develops and implements a program of crime prevention education working with the Police Department, the Mayor's Office and agencies providing services to senior citizens; prepares special senior crime prevention material and events.
5. Plans and coordinates staff training at the San Francisco Police Academy and on the job refresher courses for employees in the Senior Crime Prevention Program; prepares and updates training materials; conducts seminars to improve staff skills and intorudce additions or changes in the program.
6. Meets with a city advisory board on program policy, goals and objectives; maintains continuous effective communication between program staff and senior citizens who use program services.

DESIRABLE QUALIFICATIONS:

Training and Experience: Any combination of four years of college or university study and four years work experience directing a program providing services to senior citizens, preferably including a crime prevention component; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Wide knowledge of the needs of senior citizens and the resources available to meet those needs, crime prevention programs, and community organizing techniques.

Considerable ability and skill to assist persons of diverse backgrounds to reach agreements, administer a city program requiring various types of service to senior citizens; prepare a variety of narrative and statistical reports; work effectively with personnel of complex public and private agencies; and direct, train and evaluate subordinate staff.

ADOPTED: 7-18-83

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT CAR CLEANER CODE: 9102

CHARACTERISTICS OF THE CLASS:

Under supervision, cleans inside and outside of street cars, trolley coaches and buses; installs and removes signs, notices and posters; and performs related duties as required.

Requires responsibility for: following established procedures in preserving the appearance and sanitary condition of transit equipment; sustained physical effort in the use of cleansing equipment and cleansing agents. Nature of work involves exposure to disagreeable weather conditions and hazardous work situations.

EXAMPLES OF DUTIES:

1. Cleans exterior body and windows of street cars, trolley coaches or buses by use of wash rack or other cleaning equipment.
2. Washes and cleans interior floor and windows; sponges and chamois interior body; cleans all interior equipment including light fixtures and seats; replaces fuses.
3. Posts signs, notices and circulars in interior of transit equipment and removes old ones.
4. Disinfects and deoderizes coaches as required.
5. Reports any defective equipment observed in carrying out cleansing duties; removes and replaces broken jets on cleaning equipment; makes minor adjustments to electric eye trigger equipment.
6. Replaces seats in proper locations inside transit equipment.
7. Makes reports of lost articles found in equipment.
8. Replaces sand in sandboxes.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by six months of experience in janitorial or laboring work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: use and understand the proper use of a variety of cleansing agents and cleaning equipment such as wash racks, cyclone sweepers, soap pressure vessels, and vacumn cleaners; drive transit equipment; get along well with others; follow simple oral or written instructions.

PROMOTIVE LINES:

To: Transit Car Cleaner Sub-Foreman

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT CAR CLEANER ASSISTANT SUPERVISOR CODE: 9104

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the duties of a transit equipment cleaner and in addition, supervises transit equipment cleaners, janitors and general laborers in keeping transit equipment in a clean and sanitary condition; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing methods and procedures related to the cleaning and sanitary condition of transit equipment; keeping routine records of equipment cleaning activities. Nature of work involves sustained physical effort in the use of cleaning equipment and cleansing agents, and exposure to disagreeable weather conditions or hazardous work situations.

EXAMPLES OF DUTIES:

1. Supervises and assigns duties to transit equipment cleaners, janitors and general laborers; reviews and inspects all completed work to make sure that it has been performed according to instructions; keeps time of subordinates.
2. Performs the duties of a transit equipment cleaner; washes front and back windows, washes all door windows; cleans exterior body, interior floor and all interior equipment; replaces fuses; disinfects and deodorizes equipment as required; posts signs, notices and circulars, and reports defective equipment; removes and replaces broken jets on cleaning equipment; makes minor adjustments to electric eye trigger equipment.
3. Inspects transit equipment for assigned work; inspects interior and exterior prior to running through washrack; keeps records of all equipment that has been completed and all that needs washing.
4. Cleans charter coaches, parade and convention equipment; may make minor repairs such as changing nozzle fittings or replacing hoses.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by two years of experience as a transit equipment cleaner or in janitorial or laboring work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: use and understand the proper use of a variety of cleansing agents and cleaning equipment such as wash racks, cyclone sweepers, soap pressure vessels, and vacuum cleaners; drive transit equipment; follow written and oral instructions; assign and review the work of a small group of subordinates; keep simple work records.

PROMOTIVE LINES:

To: 2718 Custodial Supervisor I
2740 Porter Supervisor I

From: 9102 Transit Car Cleaner
2708 Custodian
2736 Porter

Retitled: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: TRANSIT CAR CLEANER SUPERVISOR I CODE: 9106

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a large group of transit equipment cleaners engaged in maintaining transit equipment in a clean and sanitary condition; requisitions, receives and issues janitorial supplies and equipment; prepares work schedules; recommends new cleaning methods; and performs related duties as required.

Requires responsibility for: Interpreting, coordinating and enforcing methods and procedures related to transit equipment cleaning and other janitorial activities; making occasional contacts with the general public and others in handling complaints, exchanging information and explaining regulations concerning transit cleaning services; preparing and maintaining personnel records and reports. Nature of supervisory work requires considerable standing and walking in checking work performance over a large area.

EXAMPLES OF DUTIES:

1. Supervises a large group of transit equipment cleaners engaged in a variety of exterior and interior cleaning of street cars, trolley coaches or buses; reviews and inspects all completed work to insure that it has been performed according to instructions.
2. Requisitions, receives, replenishes and issues transit cleaning supplies, materials and equipment; schedules and keeps records of all work assignments.
3. Explains methods and procedures to subordinates by written and oral instructions, demonstrations and other training methods; interprets departmental rules, regulations and policies to subordinates.
4. Receives complaints about transit cleaning services and recommends necessary corrections to effect improvements; exercises disciplinary action as necessary.
5. Prepares daily work and vacation schedules; prepares industrial accident forms when necessary; prepares timeroll.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of ten years of school, supplemented by five years of experience in performing the duties of a transit car cleaner or other janitorial related occupation, at least two years of which shall have involved the direction and supervision of work by others; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Modern cleaning methods and materials, their uses and upkeep, including the use of wash racks, cyclone sweepers, soap pressure vessels, vacuum cleaners and air compression blowers; effective supervisory and training principles and practices; departmental rules, regulations and policies.

Requires ability and skill to: Plan, organize and supervise the work of a large group of transit car cleaner employees; give on-the-job instruction in cleaning practices; prepare and maintain activity and related reports; deal courteously, effectively and tactfully with subordinates, other employees and the general public.

License: Requires possession of a valid state chauffeur's or motor vehicle operator's license.

PROMOTIVE LINES:

To : 2719 Janitorial Services Assistant Supervisor
From: 9104 Transit Car Cleaner Assistant Supervisor

Adopted: 4/19/73

Retitled: 7/1/77

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: FARE COLLECTIONS RECEIVER **JOB CODE: 9110**
Business Unit: COMMN

Definition: Under supervision, performs the sale, collection, receipt, counting, and reconciliation of transit fares, using mathematical calculations and various pieces of machinery and equipment. Performs other related duties as required.

Distinguishing Features: The 9110 Fare Collections Receiver is the entry level in the Fare Collections Receiver series. Positions at this level are distinguished from those in 9116 Senior Fare Collections Receiver/9117 Principal Fare Collections Receiver primarily in that there are no supervisory responsibilities. Incumbents follow written and oral instructions and standard procedures. Work is performed in a variety of settings, depending upon assignment.

Supervision Exercised: None

Examples of Important and Essential Duties: *According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class, and are not intended to be an inclusive list.*

1. Collect fares from revenue sources, (coaches, subway stations, etc.) using a variety of equipment.

2. Sell Fast Passes, Cable Car tickets and other transit materials to patrons; package, distribute and deliver passes, tickets, and other transit materials to vendors; collect and reconcile revenue from sales made by vendors.

3. Count/sort coins and currency collected from various locations, using sorting machines; reconcile and balance cash collected from daily revenue and sale of various transit materials, using 10-key adding machines, basic computer data entry and/or currency counters.

4. Prepare and provide data related to fare collections and inventory, for the preparation of reports, audits, and analyses.

5. Drive various vehicles, such as vans, trucks, and forklifts for the transportation of revenues collected.

6. Inspect, clean, use, and maintain equipment related to the collection and processing of fares.

7. Perform related duties and responsibilities as assigned.

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JOB CODE TITLE: FARE COLLECTIONS RECEIVER **JOB CODE: 9110**
Business Unit: COMMN

Job Related and Essential Qualifications:
Knowledge of: cash handling and balancing processes and procedures, and related security measures used when handling cash.
Skill to: perform basic computational and math skills used in cash processing, balancing, and reconciliation; with or without the use of a calculator.
Ability to: use and maintain equipment, machinery, computers and office machines related to collection and processing of fares; read/understand written instructions, forms, revenue/inventory control records etc. and to complete related forms; comprehend verbal instruction, speak clearly and interact courteously with the general public and vendors.

Experience Guidelines:
1. Two years of verifiable experience in the collecting, processing and balancing of funds averaging $25,000 per day; AND
2. Possession of a valid driver's license.

Special Requirements:
Nature of work requires working in a 24-hours-a-day/7-days-a-week, indoor/outdoor operation with rotating, holiday, and/or weekend shifts; may be required to work in a room with closed circuit television and wear a smock; work outdoors in inclement weather; work with or without the assistance of armed security guards; may be exposed to high noise levels, dust and diesel fumes. Must be able to lift and carry revenue containers weighing up to 75 pounds onto a movable cart and push cart approximately one city block. Must drive a variety of vehicles involved in the collection and transport of revenue from various locations. Must be bondable.

Effective Date: 1/12/61

Amended Date: **2/4/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FARE COLLECTIONS TELLER CODE: 9112

CHARACTERISTICS OF THE CLASS:

Under general supervision, sells change to transit system operators; buys change from central money room to replenish fund; receives daily receipts from collectors; and performs related duties as required.

Requires responsibility for: carrying out established policy, regulations and procedures relating to sale and purchase of coins for a change fund; preventing moderate losses through the proper accounting for and safeguarding of money; preparing and checking financial summaries and balances. Nature of the work requires continuous close attention for accurate record keeping.

EXAMPLES OF DUTIES:

1. Exchanges rolls of nickels and dimes for quarters, halves and currency.
2. Prepares revolving fund form and submits to central accounting office; prepares cash statement to accompany purchase of rolls of nickels and dimes.
3. Counts, segregates, sacks, ties and tags money for revolving fund and deposits in safe.
4. Collects shortages from operators; receives daily receipts from collectors and operators; counts totals, balances and sorts for transfer to central money room.
5. May sell school and other special fare tickets; records and remits summary to accounting departments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by four years of progressively responsible general clerical or general office experience, preferably including some experience in handling and accounting for moderate amounts of money; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: methods and procedures of handling and accounting for moderate amounts of money; bookkeeping fundamentals to properly prepare summaries and balance records.

Requires ability to: keep accurate and up-to-date records of receipts and disbursements of money; work under constant pressure and with accuracy; make ordinary arithmetical calculations and computations.

Requires skill in the operation of calculating equipment and money sorting machines.

PROMOTIVE LINES:

To: Fare Collections Cashier

From: Fare Collections Receiver

AMENDED: 2/27/64

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FARE COLLECTIONS CASHIER CODE: 9114

CHARACTERISTICS OF THE CLASS:

Under direction, supervises the receipt, accounting for and deposit of fare collections and the administration of a fare change fund for the municipal transit system; consolidates and balances records of fare collections and change fund sales and purchases; and performs related duties as required.

Requires responsibility for: carrying out, explaining and interpreting policy, regulations and procedures governing the operation of a large revolving fund for supplying change and/or the tabulation of daily fare collections; prevention of considerable losses by supervising the proper handling of change fund and fare collection receipts; preparation and checking important financial records of money-handling activities; nature of the work requires continuous close attention for accurate results and correct record keeping.

EXAMPLES OF DUTIES:

1. Assigns, supervises, and reviews the work of subordinates engaged in accounting for, rolling, packaging, transporting and collecting fare box operating change funds and/or for counting, checking, and balancing fare collections received prior to deposit.
2. Supervises the distribution of change for change fund in operating divisions and/or the counting, checking and preparing daily receipts and depositing with the federal reserve bank and the city treasurer.
3. Maintains records of change fund operations; makes out orders for change requisitioned by change sales; audits all money received from the sale of change and collects shortages from sellers and returns overages; purchases change from daily receipts to keep change fund in daily operation.
4. Balances and deposits school ticket money, Sunday and tour ticket money received from various divisions.
5. Prepares daily report of all revenues received and deposited with the city treasurer.
6. Distributes daily receipts to various accounts prior to preparation of the monthly report from the accounting department.
7. Prepares a monthly foreign and mutilated coin report; deposits mutilated coins with city treasurer and makes report of such deposit.
8. Requisitions stationery and material for central money room.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by six years of progressively responsible general clerical or general office experience, including at least three years in handling and accounting for moderate amounts of money.

Knowledge, Abilities and Skills: Requires considerable knowledge of: methods and procedures of handling and accounting for large sums of money; laws, rules and regulations applied to the collection and disbursement of money; elementary knowledge of bookkeeping principles and practices.

Requires ability to: perform difficult arithmetical calculations; prepare consolidated distribution summaries; deal courteously, tactfully, and effectively with subordinates and others; assign, supervise and review the work of subordinates.

PROMOTIVE LINES:

To: Transit Revenue Supervisor

From: Fare Collections Teller

AMENDED: 2/27/64

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR FARE COLLECTIONS RECEIVER **JOB CODE: 9116**
Business Unit: COMMN

Definition:

Under direction, supervises the collection, safeguarding, and transportation of transit fare revenue from various locations to the revenue processing center; the processing, balancing, reconciliation, and accounting of revenue and the preparation of accounting reports which pertain to revenues and materials; the sale, distribution and collection of revenue from ticket and pass sales. Performs other related duties as required.

Distinguishing Features:

The 9116 Senior Fare Collections Receiver is the first-level supervisory job code in the Fare Collections Receiver series. It is distinguished from 9110 Fare Collections Receiver in that the latter does not have supervisory responsibility and from 9117 Principal Fare Collections Receiver in that the latter is the second-level supervisory position with responsibility for the activities of all the three units. Work is performed in a variety of settings, depending upon work assignment.

Supervision Exercised:

Immediate supervision of class 9110.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class, and are not intended to be an inclusive list.

1. Supervises and performs the collection of fares and sales revenue from revenue sources in various locations, using a variety of equipment; supervises revenue processing, balancing, reconciliation, accounting and other related duties.

2. Purchases, controls and maintains inventory records of coins/tokens and related revenue, keys, materials, supplies, and equipment.

3. Prepares written reports which pertain to the auditing, analyzing and controlling of revenues, equipment and materials, or of unusual circumstances/incidents, using computers and other office machines.

4. Assists in development of security procedures; ensures that all security procedures/controls related to the collection, transportation, tally and accounting of revenues are in effect.

5. Supervises use and maintenance of, and makes minor adjustments to, revenue equipment as needed, using various tools and machinery.

6. Performs liaison activities with personnel from other offices, departments, contractors, vendors, and the general public.

7. Performs personnel-related functions, including payroll reporting, supervising of assigned office and field staff, and training new personnel in proper unit procedure and use of equipment.

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JOB CODE TITLE: SENIOR FARE COLLECTIONS RECEIVER **JOB CODE: 9116**
Business Unit: COMMN

Job Related and Essential Qualifications:

Knowledge of: policies and procedures necessary to safely collect and accurately account for, large sums of money; enforcing existing policies and assisting in developing/implementing new procedures.

Skill to: perform math and computational skills used in cash processing, balancing, and reconciliation (with or without use of a calculator) and to maintain accurate and comprehensive accounting records; promote diversity in interactions with others; establish rapport; exercise tact, self-restraint and persuasion in dealing with a variety of people; maintain a professional manner and demeanor.

Ability to: use, maintain, adjust or make minor repairs to equipment and machinery related to collection and processing of fares; supervise, plan, assign and review work of subordinates; maximize use of resources, time and personnel; structure and encourage a professional work environment, train new personnel on policies and procedures; write clearly and effectively; document information; maintain appropriate and accurate records; read and comprehend written documents; speak directly, clearly, and courteously; listen with comprehension and follow oral/verbal instruction; lift and carry revenue containers weighing up to 75 lbs.; drive a variety of vehicles involved in the collection and transportation of revenue.

Experience Guidelines:

1. Four years of verifiable experience in the collecting, processing and balancing of funds averaging $25,000 per day; OR
2. Two years of experience in class 9110 Fare Collections Receiver with the City & County of San Francisco; AND
3. Possession of a valid driver's license; AND
4. Ability to lift and carry revenue containers weighing up to 75 pounds.

Special Requirements:

Nature of work requires working in a 24-hours-a-day/7-days-a-week, indoor/outdoor operation with rotating, holiday, and/or weekend shifts. Positions exist within three different units of the revenue section and, based on the work assignment, incumbents will be required to work outdoors in inclement weather; to lift and carry coin bags and revenue containers weighing up to 75 pounds; may be exposed to high noise levels, dust and diesel fumes. Must drive/operate a variety of vehicles involved in the collection and transport of revenue from various locations; be bondable.

Amended Date: **5/12/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: PRINCIPAL FARE COLLECTIONS RECEIVER **JOB CODE: 9117**
Business Unit: COMMN

Definition: Under general direction, supervises through subordinate supervisory personnel activities of the fare collections operation. Manages the supervision and scheduling of collection, safeguarding, and transportation of transit fare revenue; the supervision of processing, balancing, reconciliation, accounting and depositing of revenue; the supervision of the sale, distribution and collection of revenue from ticket and pass sales, and the preparation of accounting and other reports. Performs other related duties as required.

Distinguishing Features: The 9117 Senior Fare Collections Receiver is the second-level supervisory job code in the Fare Collections Receiver series. It is distinguished from the 9116 Senior Fare Collections Receiver in that the latter is the first-line supervisory position responsible for the immediate supervision of the activities of the fare collections operation.

Supervision Exercised: Incumbents in this job code supervise the activities of the different units of the revenue section.

Examples of Important and Essential Duties: *According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class, and are not intended to be an inclusive list.*

1. Supervises the handling of all revenue collection which includes supervision of the activities of personnel involved in fare collections and the distribution, collection, accounting, inventory, encoding, processing and deposit of revenue for MUNI fare media; includes operating/driving department vehicles to various locations in the course of supervising the fare collections operation.

2. Develops and establishes procedures for the security of large amounts of money and the safe transport of transit fare collection vaults; includes assuring security of keys for a specific section and controlling the issuance of all keys.

3. Identifies malfunctioning fare boxes and revenue vaults; investigates incidents pertaining to defective fare boxes, fare gates, ticket vendor machines and change machines; makes recommendations for repair and prepares timely reports regarding the same; includes making minor adjustments to fare collection equipment, using various tools and machinery.

4. Schedules fare collections, weekly personnel coverage, and regular inventory of such items as keys, tickets, and tokens.

5. Creates, prepares, reviews and analyzes computerized and manual accounting reports, daily reports, reports of injuries/unusual circumstances regarding employees or suspicious incidents surrounding revenue activities.

6. Monitors the budget, including overtime usage and requirements, vehicle usage and requirements, equipment needs and usage.

7. Supervises assigned staff, completes and submits employee performance evaluations on schedule, oversees and assures proper training of new personnel in unit procedure and use of equipment, and preparation of payroll reports.

8. Maintains liaison with personnel from other offices, departments, contractors, vendors and the general public.

Job Related and Essential Qualifications:

Knowledge of: cash handling and balancing processes and procedures, and related security measures; developing, implementing and enforcing policies and procedures; accounting procedures including math and computation functions involved in revenue accounting; interpretation and enforcement of departmental rules and regulations; methods and procedures used in various fare collections systems in light rail vehicles, cable cars, trolleys and buses.

Skill to: effectively establish and promote positive relationships with staff, other departments or divisions, vendors, and the general public; promote diversity in interactions with others; establish rapport; exercise tact, self-restraint and persuasion in dealing with a variety of people; maintain a professional manner and demeanor; establish and achieve performance goals; positively and effectively deal with pressure.

Ability to: schedule, train, and review employees' work performance; structure/encourage a professional work environment, motivate employees to maximum performance, create, prepare, write, and analyze clear and concise manual and computerized reports; read and comprehend written documents; speak directly, clearly, and courteously; listen with comprehension and follow oral/verbal instruction; use, maintain, adjust or make minor repairs to equipment and machinery related to collection and processing of fares; lift and carry revenue containers weighing up to 75 pounds; and drive/operate a variety of vehicles involved in the fare collections operation.

Experience Guidelines:

1. Three years of verifiable supervisory experience in the daily collection, processing and balancing of large amounts of funds; OR
2. Three years of experience equivalent to a 9116 Senior Fare Collections Receiver classification with the City & County of San Francisco; AND
3. Possession of a valid driver's license; AND
4. Ability to lift and carry revenue containers weighing up to 75 pounds.

Special Requirements:

Nature of work requires working in a 24-hours-a-day/7-days-a-week, indoor/outdoor operation with rotating, holiday, and/or weekend shifts. There are three different units of the revenue section and, based on the work assignment, incumbents will be required to work outdoors in inclement weather; lift and carry revenue containers weighing up to 75 pounds; may be exposed to high noise levels, dust and diesel fumes. Must drive a variety of vehicles involved in the collection and transport of revenue from various locations; be bondable.

Effective Date: 1/12/61

Amended Date: **5/12/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDS SPECIFICATION)

CLASS TITLE: TRANSIT REVENUE SUPERVISOR CODE: 9118

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the receipt, accounting for, and deposit of all revenue due the Municipal Transit System; exercises general direction and supervision over revenue collections, statistical record keeping and related activities; and performs related duties as required.

Requires responsibility for: Interpreting, supervising, coordinating and enforcing policy, procedures, rules and regulations governing all transit revenue collection functions and activities; prevention of considerable losses through supervising the proper handling, safeguarding and accounting for large amounts of money; preparing, checking and reviewing important and detailed revenue operational and activity reports; controlling the issuance of keys and changing of locks for fare boxes and vaults; regular important contact with employees, outside agencies and the general public for the purpose of exchanging information and explaining regulations and procedures concerning revenue collections and related activities.

EXAMPLES OF DUTIES:

1. Supervises the collection of passenger fares received through locked-type fare collection boxes and the collection and sale of all school and other special fare tickets; directs the issuance of tokens through token sales at municipal carbarns and business establishments.
2. Directs the counting, preparing and depositing of all municipal transit revenues and the preparation and maintenance of statistical and related data.
3. Reviews and audits the work of personnel assigned to passenger revenue accounting operations.
4. Devises forms and procedures for revenue accounting operations and installs and prepares operating manuals to assure adherence to revised procedures; may assist management in the application of electronic data processing techniques to revenue accounting procedures.
5. Prepares special reports and analyses on transit revenue matters and performs various confidential investigations and reports on revenue collections and related problems; directs filing of claims with insurance companies for loss of monies due to thefts and robberies.
6. Maintains security of fare boxes, vaults, locks and keys; controls issuance of keys to authorized personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by courses in bookkeeping or elementary accounting principles and practices.

Requires ten years of progressively responsible general clerical or general office experience, including at least four years of responsible supervisory and administrative work in connection with the handling and accounting for large amounts of money.

Knowledge, Abilities and Skills: Requires thorough knowledge of: The functions, rules, regulations, policies and procedures governing the activities of the revenue collections unit; handling, accounting for and depositing considerable amounts of money; civil service rules and regulations governing processing of personnel records and reports; bookkeeping or elementary accounting principles and practices.

Knowledge, Abilities and Skills: (contd)

Requires considerable ability to: Prepare complete, accurate and logical statistical and other reports; deal courteously, effectively and tactfully with employees, supervisors and representatives of outside agencies and groups; plan, assign, supervise and review the work of subordinates.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 9116 Senior Fare Collections Cashier
9117 Principal Fare Collections Receiver

AMENDED: 4/21/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT INFORMATION CLERK CODE: 9122

CHARACTERISTICS OF THE CLASS:

Under supervision, answers telephone requests for information from the general public regarding schedules, transit routes, method of travel, special events, attractions and other related matters; receives, records and refers passenger service reports; explains rules, procedures and management policy; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the working or journeyman level in the Transit Information Clerk series. Incumbents give route schedule information and explain policy, regulations and procedures relating to transit operations and service. There is continual telephone contact with the general public or representatives of outside groups for the purpose of furnishing such information. Nature of work requires availability for assignment on any shift.

EXAMPLES OF DUTIES:

1. Directs callers to destination by the most convenient or desired type of transit route, indicating the location of passenger stops, transfer rules and regulations and related policy.

2. Gives information to public relative to special events and attractions, where they are to be held, and what transit service will be furnished.

3. Receives calls regarding various types of passenger service reports, including complaints, and completes the initial processing and recording of the reports. Personall disposes of the complaint if it can be handled without referral.

4. Transfers calls to other departments of the Municipal Railway when appropriate.

5. Operates multiple line telephone answering system in the normal course of duties

6. Distributes transit maps and schedules through the mail.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least two years of experience in general office work including heavy public telephone contact, telephone switchboard operation, or public information preferably in a transit system; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: San Francisco city and county districts, locations and points of interest; municipal transit lines; regulations and general management policy as applicable to the services of the municipal railway system; and operation of multiple line telephone answering systems.

CLASS TITLE: TRANSIT INFORMATION CLERK CODE: 9122

MINIMUM QUALIFICATIONS: (continued)

Requires ability to: deal courteously, effectively and tactfully with the general public and others while under pressure; follow oral and written instructions.

Requires a pleasant and clear speaking voice; requires considerable attention to detail.

PROMOTIVE LINES:

TO: 9124 Senior Transit Information Clerk

FROM: 1404 Clerk
1424 Clerk Typist

AMENDED: 8-1-77

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR TRANSIT INFORMATION CLERK JOB CODE: 9124
Business Unit: MTA

DEFINITION:

The Senior Transit Information Clerk is a supervisory position located in the Telephone Information Center, Passenger Service Center and the Accessible Service Office of the Municipal Railway. Under general supervision the Senior Transit Information Clerk is responsible for responding to inquires from the general public, supervising subordinate personnel and representing the department at professional/public meetings.

DISTINGUISHING FEATURES: Job Code 9124 Senior Transit Information Clerk is distinguished from the Job Code 9122 Transit Information Clerk in that the latter performs non supervisory duties.

SUPERVISION EXERCISED:
Supervises 9122 Transit Information Clerks and other clerical positions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 409 (CSC-MTA Rule), the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Responds to and investigates complaints and commendations regarding service.
2. Tracks complaints and commendations to completion.
3. Generates written memos, reports, evaluations and recommendations pertaining to office procedures, activities, data collection and personnel.
4. Maintains office records, inventories, and electronic files.
5. Supervises the work of subordinate personnel.
6. Processes and issues photo identifications cards for seniors and disabled persons.
7. Conducts outreach to community agencies or centers on issues related to the dissemination of transit information
8. Verifies the accuracy of agency/client identification card data.
9. Performs other related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Bay Area Public transit systems including routes, connections, street names, transportation for special events, and accessible services for senior and disabled person; and the application of mathematical functions and calculations related to transit fares, services and the maintenance of statistical records.

JOB CODE TITLE: SENIOR TRANSIT INFORMATION CLERK **JOB CODE: 9124**
Business Unit: MTA

Ability to: read maps, schedules, timetables, transit symbols, graphs, tallies and other technical materials; maximize use of resources, time and personnel; structure and nourish a professional working environment, instruct and train subordinates, delegate assignments, oversee multiple projects, inspire and encourage subordinates to maximum performance; interact with people, demonstrate concern and sensitivity to personal differences and feelings, establish rapport, exercise tact and persuasion, maintain a professional manner and demeanor, follow through on promised actions, effectively deal width pressure and not let it negatively impact performance; speak in precise, understandable courteous manner to groups and individuals, listen with understanding and comprehension; write clearly and effectively documenting all relevant information related to job activities and maintain appropriate and accurate record of unit activities; and prepares spreadsheets and data base files.

EXPERIENCE AND TRAINING GUIDELINES:

Two (2) years of experience as a transportation reservations clerk, transit information clerk, or two (2) years of experience in a transit agency providing information to the general public on routes, connections, schedules, special event services, fares and/or handling passenger complaints.

OTHER REQUIREMENTS:

None

Special requirements:

None

Amended Date: 4/27/01

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CHIEF TRANSIT INFORMATION CLERK CODE: 9125

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a group of employees engaged in answering requests for transit information from the general public regarding schedules, routes, special events, attractions and other related matters; investigates written or telephoned complaints received from the general public and other departments; and performs related duties as required.

Requires considerable responsibility for: Carrying out, interpreting and coordinating policy, methods and procedures relative to transit operations information and service; making regular contacts with the general public, outside organizations and representatives for the purpose of furnishing information or explaining policy and procedures relative to the Transit Information Section.

EXAMPLES OF DUTIES:

1. Plans, supervises and directs the overall operations of the Transit Information Section for the San Francisco Municipal Railway; assigns and reviews duties to subordinates engaged in supplying transit information to the general public.
2. Investigates a wide variety of citizen complaints by phone, mail and in person; personally disposes of complaint if it can be handled without referral; makes out passenger service reports and forwards them to the proper department.
3. Supervises clerks and insures that information calls are handled properly; supervises training of all new clerks.
4. Checks bulletins and changes in routes or schedules of lines and makes certain that all clerks are provided with same.
5. Sets up and maintains a work schedule; keeps vacation, sick leave and related personnel records; prepares the budget request and annual report for the Transit Information Section.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of experience in general office, clerical or public information work, preferably in the operating division of a municipal transit system, including at least two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Transit lines, schedules, special events and attractions; departmental organization and methods; applicable laws, rules and regulations pertaining to services provided by the municipal transit system.

Requires considerable ability and skill to: Plan, organize, supervise and inspect the work of subordinate employees; meet and deal effectively and courteously with the general public and other departmental personnel; prepare accurate and concise administrative reports and papers.

PROMOTIVE LINES:

To : 1408 Principal Clerk

From: 9124 Senior Transit Information Clerk

Adopted: 4/19/73

CLASS TITLE: TRANSIT TRAFFIC CHECKER CODE: 9126

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a variety of passenger, vehicle and pedestrian surveys as a basis for sound and efficient scheduling of transit equipment; computes and summarizes findings; and performs related duties as required.

Requires responsibility for: following established methods and procedures in making a variety of transit and related traffic checks; compiling routine statistical records and summaries of transit operations; making regular contacts with the general public to obtain or furnish information regarding existing or proposed transit routes and schedules.

EXAMPLES OF DUTIES:

1. Takes passenger checks, counting number of passengers arriving, leaving, boarding, and alighting from a specified station, headway between vehicles, time of arrival, and departure of transit equipment; takes running time checks, noting arrival and departure time as against scheduled time; takes terminal checks indicating arrival, lay-over and departure time.

2. Boards vehicles to note running time between terminals, exact time at each stop and ratio of standing to moving time, exact time at all time points, number of passengers passed up by vehicle and speed of vehicle.

3. Takes spot checks to investigate complaints from patrons of inadequate service; interviews the public as to origin and destination points in relation to new proposed routes and distributes notices to the public covering changes of service or new types of service; answers inquiries from the public with regard to transit schedules and routes.

4. Tabulates figures from traffic checks indicating running time summary for the minimum, maximum, average and schedule time and prepares summary to show number of passengers arriving, leaving, boarding and alighting; compiles data on the seating capacity and maximum passenger capacity, types of street cars, trolleys and motor coaches in operation; occasionally counts automobiles at specified locations to determine traffic conditions.

5. Maintains a log book showing the number of check, line, day of the week, date and station; occasionally counts pedestrians or vehicles other than municipal transit equipment.

MINIMUM QUALIFICIATIONS:

Training and Experience: Requires completion of high school, supplemented by at least two years of experience in an operating division of a municipal transit system, preferably in general office, public information or related activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: types of equipment used by the municipal railway, city and county districts and locations; transit lines and schedules; operating rules, regulations and management policy.

Requires ability to make simple arithmetical computations; follow simple oral and written instructions; concentrate and give close attention to work for short periods of time; work accurately with figures; present a neat appearance; deal courteously and effectively with the general public.

License: Requires posoession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Senior Transit Traffic Checker

From: Original entrance examination
Transit Information Clerk
Clerk

CLASS TITLE: SENIOR TRANSIT TRAFFIC CHECKER CODE: 9128

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the duties of a transit traffic checker; in addition exercises supervision over a small group of transit traffic checkers; instructs and trains new employees; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing rules, regulations and procedures related to transit traffic surveys; compiling, checking and reviewing statistical reports and summaries; regular contacts with the general public for purpose of obtaining and furnishing information regarding transit equipment operation.

EXAMPLES OF DUTIES:

1. Supervises, assigns, and keeps time of transit traffic checkers; reviews completed work for accuracy and completeness; instructs and trains new employees.
2. Takes passenger checks indicating number of passengers arriving, leaving, boarding, and alighting; takes running time and terminal checks indicating arrival, departure and lay-over time at each stop, and passengers passed up by transit equipment.
3. Secures information relative to traffic conditions for proposed new routes; interviews public as to origin and destination points; distributes notices to the public covering changes of service or new types of service on existing or new transit lines; furnishes information to the general public regarding the municipal transportation schedules and routes.
4. Computes and summarizes traffic check survey figures; compiles data on seating capacity and maximum passenger capacity and types of transit equipment; occasionally takes pedestrian or vehicle checks on other than municipal transit equipment.
5. Notes unusual occurrences on vehicles such as reasons for tie-ups or other conditions which affect the speed and flow of traffic; takes spot checks to investigate complaints from patrons about inadequate service.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience in transit traffic checking activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: the various types of municipal transit equipment; city and county districts and locations; transit lines and schedules; operating rules and regulations.

Requires ability to: supervise and instruct employees; make simple arithmetical computations; deal courteously with the general public; be accurate with figures; prepare clear and concise traffic survey reports and summaries.

License: Requires possession of a valid state vehicle operators license.

PROMOTIVE LINES:

To: Transit Schedule Maker

From: Transit Traffic Checker

CLASS TITLE: TRANSIT SCHEDULE MAKER CODE: 9130

CHARACTERISTICS OF THE CLASS:

Under direction, performs technical duties in the preparation, analysis and revision of regular and special transit operating schedules; assists in coordinating sign-ups of operating personnel with transit schedules; compiles statistics for transit schedule reports and records; and performs related duties as required.

Requires responsibility for: carrying out and explaining policy, methods and procedures relative to the preparation and revision of transit operating schedules; regular contact with employees of other departments and occasionally with the general public for the purpose of furnishing or obtaining information or explaining procedures and regulations relative to transit schedules; checking, reviewing and analyzing traffic survey summaries and related statistical reports as a basis for preparation and/or revision of transit schedules. Nature of work requires continuous close attention for accurate results.

EXAMPLES OF DUTIES:

1. Initiates schedule changes to maintain service at proper level on assigned transit lines; analyzes and evaluates traffic survey and other available data and makes recommendations for new or revised schedules; analyzes and evaluates passenger load and ride checks, stationary and running time; prepares reports on new schedules and changes in existing schedules; prepares special schedules for special events.

2. Computes data from range sheets, train sheets, school and charter bus sheets to record transit schedule changes; prepares reports on vehicle miles and hours, equipment requirements for comparison with existing and proposed schedules; assembles related statistical data and compiles statistical reports; transposes revenue cost and equipment figures to monthly graphs.

3. Determines the number and type of traffic checks required; instructs transit traffic checkers in special or unusual traffic check procedures.

4. Prepares new running time and time points; compares proposed with present running time, allowing for restrictions due to rules and regulations of management; determines headway specifications from running time and adjusts headway specifications as needed.

5. Computes vehicle hours, trips and miles for transit equipment.

6. Assembles and distributes all pertinent information needed by division personnel for a general or inter-divisional sign-up; cooperates with transportation superintendent in directing and conducting the sign-up of operating personnel.

7. May appear as an expert witness on transit schedule matters in accident claims cases.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least two years of experience in transit traffic checking, field inspection or transit control activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: transit lines and schedules; operating rules and regulations; city and county districts and locations; traffic problems as related to specific lines and locations; municipal transit equipment.

Requires ability to: instruct subordinates; make sound analysis of operating conditions as a basis for formulation of accurate and efficient transit schedules; deal courteously and effectively with fellow employees and the general public; prepare clear, concise and accurate schedule reports; make ordinary arithmetical computations.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Transit Schedule Supervisor

From: Transit Traffic Checker
Senior Transit Traffic Checker
Transit Service Inspector
Transit Control Dispatcher

NEW CLASS

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: STATION AGENT CODE: 9131

CHARACTERISTICS OF THE CLASS:

Under general supervision uses and monitors communication, surveillance and display devices provided at stations, as well as fare collection and conveyance equipment; performs routine checks and simple troubleshooting of fare collection equipment and other station equipment; answers requests for information from the general public and transit patrons regarding fares, transit routes, schedules, and related matters; explains and enforces rules, procedures and policy; observes and administers the processing of transit patrons; permits admission of patrons to the boarding area only after proper presentation of valid transfers, passes, tokens or cash; initiates appropriate response to emergency situations; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class serve in a station setting of the Muni-Metro system. Incumbents are expected to exercise good judgment and discretion in providing general services to transit patrons, including handling emergency situations by contacting the proper authorities or providers of emergency service. Nature of work may require availability for assignment on any shift.

EXAMPLES OF DUTIES:

1. Provides information to public on station operations, transit schedules, other local transit service, and related matters.
2. Determines acceptability of transfers, passes, and other fare media for patron admittance to paid station area.
3. Communicates to patrons via public address system, or personally, special information regarding station and Metro Subway System operations.
4. Operates designated station equipment and systems, makes routine checks, simple troubleshooting of station equipment.
5. Responds to requests for assistance in unusual and emergency situations; contacts proper authorities, police, emergency medical or other providers of emergency service; may aide in the deployment of emergency service personnel.
6. Maintains station records and makes special incident reports; follows regular and special instructions in performing the duties of a Station Agent.
7. Unlocks and locks (secures) station at beginning and end of daily operations; maintains surveillance of station area.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or possession of G.E.D. Certificate, supplemented by at least one year of experience as a Station Agent, Transit Information Clerk, Public Information worker, Public Cashier or Ticket Collector; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: transit operations, communication and subway station equipment systems operation, general regulations and policies as applicable to services furnished by transit systems.

Requires ability to: deal courteously, effectively, and tactfully with the general public in routine, unusual, and emergency situations; follow oral and written instructions; make all necessary reports in a clear and accurate manner.

CLASS TITLE: STATION AGENT CODE: 9131

MINIMUM QUALIFICATIONS: (Cont.)

Requires: Pleasant and clear speaking voice; excellent physical condition and a neat appearance.

May be required to have a valid certificate of completion of a first aid course.

PROMOTIVE LINES:

FROM: Original entrance examination

TO: Supervising Station Agent

ADOPTED: 12-4-78

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: TRANSIT FARE INSPECTOR **JOB CODE: 9132**
Business Unit: COMMN
SFMTA

DEFINITION: Under general supervision, performs a variety of duties related to the enforcement of fare policies of the Municipal Railway (MUNI) Proof of Payment Program, and to the enforcement of other applicable civil and administrative codes, and MUNI regulations and policies.

DISTINGUISHING FEATURES: Positions in this job code enforce the fare policies of the Proof of Payment fare system on the MUNI Metro and other MUNI lines, plus other applicable regulations, ordinances and policies related to MUNI operations. Incumbents are distinguished from class 8121 Fare Inspections Supervisor/ Investigator, Municipal Railway, by their lower level of responsibilities and decision-making.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Inspects public transit passengers for appropriate fare onboard moving vehicles, on station platforms and within transit stations and facilities.
2. Issues citations to passengers without valid passes, tickets or transfers; and for violations of applicable sections of proof of payment policy, as required by proof of payment program regulations; checks and verifies passenger identification documents; explains citation and appeal process to persons receiving citations.
3. Enforces all regulations, ordinances and policies related to Municipal Railway operations, within transit stations, vehicles and facilities.
4. Gathers/tabulates information on passengers inspected and cited; numbers of passengers, and other relevant data; fills out forms and writes basic daily reports regarding citations, unusual incidents, and other activities.
5. Appears in court to present evidence and testimony as required.
6. Reports safety hazards, potential problems, and violations of law observed during the course of duty, to appropriate authority; requests assistance when necessary.
7. Assists other MUNI and City personnel, and sworn law enforcement officers in the event of accidents, emergencies, and other incidents requiring response.
8. Provides general information and assistance, when requested, to public transit passengers and members of the public.
9. Operates communications and electronic equipment, such as two-way radios, and other office equipment, including computer terminals.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:
Knowledge of: the methods/techniques related to enforcement of applicable rules, regulations, ordinances, policies and procedures.

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Ability to: accurately observe situations and exercise sound judgment to determine appropriate action, and to assess various options of how to handle a situation or whether there is a need for intervention or securing assistance; learn how to operate communications/electronic equipment and related codes and formats; drive a vehicle.

Skills to: deal tactfully and courteously with the general public and others, function effectively under stress, maintain a professional manner in a variety of situations; speak clearly, concisely and in an easily understandable manner with other employees, transit passengers and the general public, using appropriate terminology, to interpret applicable codes, ordinances and policies, and to listen with understanding and comprehension; prepare clear and concise written reports and other documents, and to read and comprehend applicable codes, ordinances and policies; perform basic math computations.

EXPERIENCE AND TRAINING GUIDELINES:

1. Three years full time experience working with the public, which must have included providing information and assistance, and working with applicable policies and regulations.

Desirable Qualifications: high school diploma /GED/state equivalency certificate.

Licenses or certificates: possession of a valid driver's license

Special Requirements:

The work of job code 9132 is performed on MUNI buses, trains and station platforms, which may involve lifting, bending, and climbing stairs. The nature of work requires incumbents to: work varying hours and/or shifts, including weekends, evenings and holidays; work in a variety of conditions, including inclement weather and exposure to the elements; operate a variety of communications and electronic equipment; work for long periods of time standing or walking, including on moving transit vehicles, uneven terrain, and unstable surfaces, etc.; run short distances; wear designated attire while on duty as required.

Effective Date: 2/17/99

Amended Date: 9/22/00

Reason for Amendment: to accurately reflect the current tasks, knowledge, skills and abilities defined in the job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT SCHEDULE SUPERVISOR CODE: 9134

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the preparation of transit schedules, traffic surveys, and the compilation of related statistical reports and records; prepares difficult and complex exploratory schedules for new services and activities; and performs related duties as required.

Requires responsibility for: developing, interpreting and enforcing existing policies and procedures related to transit schedule preparation and revision and for assisting in originating and coordinating new systems for transit schedules; regular contacts with administrative and other employees of the operating divisions of the transit system relative to explanation of procedures, regulations and services and the handling of difficult schedule problems; analyzing and reviewing important schedules and related statistical reports as a basis for making recommendations on transit schedule problems.

EXAMPLES OF DUTIES:

1. Supervises and reviews the work of transit schedule makers in preparing, analyzing and revising existing transit schedules and in developing new schedules; drafts the basic schedule or assigns the project to a subordinate; trains new employees in schedule making procedures.

2. Interprets policy changes or changes in laws affecting schedule making activities, and incorporates changes into schedule program after approval by traffic superintendent.

3. Directs and coordinates the checking of traffic on transit lines and analyzes the checks to ascertain if the schedules are adequate to handle the transportation problems.

4. Confers with transportation superintendent, field inspectors, dispatchers and other transit personnel about service matters, complaints and special events.

5. Prepares cost estimate data for service extensions and/or service contracts; transposes revenue cost and equipment extensions or abandonments.

6. Prepares new exploratory schedules for consolidation of lines, new types of equipment, new routes, express service, limited stop service and extensions of existing lines.

7. Supervises the setting up and installing of new schedule forms and procedures.

8. Acts for the traffic superintendent in his absence; attends staff meetings.

9. Supervises the compilation of statistical data on time and mileage figures; supervises the preparation and distribution of all schedule materials.

10. May appear as an expert witness on transit schedule matters in accident claim cases.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible experience in preparing and revising transit schedules or related statistical reports; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: transit lines and schedules; operating rules and regulations; city and county districts and locations; traffic problems as related to specific lines and locations; municipal transit equipment; good knowledge of basic statistical methods and techniques; organization and supervision.

Requires considerable ability to: make sound analysis of operating conditions as a basis for formulation of efficient schedules; deal courteously and effectively with fellow employees; prepare clear, concise and accurate reports; make difficult arithmetical computations; supervise and coordinate the work of a small staff engaged in a variety of schedule making and checking activities.

Requires considerable skill in the use of statistical methods and techniques in the preparation of statistical charts, graphs and other statistical forms to portray clear, accurate and concise illustrations.

PROMOTIVE LINES:

To: Transit Traffic Superintendent

From: Transit Schedule Maker

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PASSENGER SERVICE SPECIALIST CODE: 9135

CHARACTERISTICS OF THE CLASS:

Under general direction, is reponsible for the administration of the Municipal Railway Passenger Service Report System; receives, analyzes, and maintains service, equipment and personnel performance information and distributes analyses to administrative, transit safety and other technical operations personnel; consults with management on data trend results; makes recommendations for service adjustments or changes; supervises subordinate staff in the maintenance and day-to-day operation of the Passenger Service Report System; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class is responsible for the administration and maintenance of a combined data base/Passenger Service Report information analyses system and supervision of the supporting personnel. This position differs from the Senior Transit Information Clerk position in that it requires a general knowledge of technical transit operations and the use of data processing skills.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Receives, acknowledges and responds to passenger and public complaints, inquiries and commendations from patrons; researches, investigates, and notifies appropriate authorities in service delivery problem situations.
2. Responds verbally or in writing to requests for information from city or transit officials, departments, or commissions regarding Muni service or operating personnel.
3. Analyzes, interprets, verifies and makes recommendations on data for management use in developing and implementing policy and/or changes in transit services.
4. Defines, develops and implements the Passenger Service Unit work plan, standards, goals and objectives; and assembles, selects and organizes staff and equipment.
5. Directs and trains staff in all work procedures, methods and patron response techniques.
6. Represents the Muni before PUC and Muni staff, other city officials and departments regarding Passenger Service or Passenger Service response procedures.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

CLASS TITLE: PASSENGER SERVICE SPECIALIST CODE: 9135

QUALIFICATIONS: (Cont.)

Knowledge, Abilities, and Skills: Knowledge of: technical transit operations and administration; applicable laws, rules and regulations pertaining to services provided by the municipal transit system.

Ability to: Plan, direct and supervise the work of subordinate employees; communicate effectively orally and in writing; meet and deal tactfully with the general public and other departmental personnel; understand and use computer data systems.

ADOPTED: 11-6-89

#4121c

CLASS TITLE: TRANSIT TRAFFIC SUPERINTENDENT CODE: 9136

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is in charge of and responsible for the activities and functions of the schedule and traffic department of the municipal transit system; exercises general supervision, through subordinates, over transit schedule preparation, computation of related statistics and traffic surveys; on assignment, represents the general manager at meetings and conferences; and performs related duties as required.

Requires major responsibility for: coordinating and executing existing policies, procedures and methods related to schedule and traffic activities and for originating improvements and new methods and procedures; regular personal contact with employees, representatives of outside organizations and groups involving the discussion, explanation and interpretation of policies, rules and regulations of the traffic division; preparing and/or reviewing important detailed and complex operational records and reports as a basis for reaching important decisions or making sound recommendations on transit schedules or related activities; achieving considerable economies through the efficient and sound scheduling of transportation equipment.

EXAMPLES OF DUTIES:

1. Directs and gives overall supervision to the development and revision of transit schedules and the coordination of work-shifts for regular and relief operating personnel with transit schedules.

2. Directs the application of major management projects to schedules, such as conversion from one type of equipment to another or conversion of one type of work-week to another; initiates economy measures and service improvements and directs their inclusion in schedules.

3. Assigns, through subordinate personnel, responsibility for specified lines or specific projects including certain statistics, and other traffic transit studies.

4. Directs and analyzes transit and traffic studies, such as route studies, cost estimates and investigations, and prepares reports thereon; reviews revenue, switch-back and statistical records for information related to traffic and schedule matters.

5. Makes special studies, surveys and investigations at the request of the general manager and submits reports thereon; prepares replies to inquiries on schedule, traffic or related matters for the general manager; investigates transit proposals and submits reports thereon.

6. Meets and negotiates with representatives of business and other groups as to service proposals; makes appearances before business, civic, improvement and other group meetings as representative of management on traffic or related transit matters.

7. Serves as liaison officer in matters pertaining to transit and general traffic between the transit system and other city departments.

8. Makes field observations of special traffic conditions and problems.

9. Cooperates with the transportation superintendent in directing the preparation of special schedules and special events for certain holidays and unusual traffic situations.

10. On assignment, may act for the general manager in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in business administration, economics, statistics, traffic engineering or a related field.

Requires at least six years of progressively responsible experience in transit schedule making and related statistical work or transit traffic engineering; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: traffic and schedule functions and problems of a large municipal transit system; operating policies, rules and regulations; transit lines and schedules; traffic problems as related to specific lines and locations; considerable knowledge of: the principles and techniques of organization, management and supervision; city and county districts and locations; municipal transit equipment; a good knowledge of statistical methods and techniques.

Requires considerable ability to: exercise independent judgment in the analysis and solution of complex traffic or schedule problems; exercise initiative and ingenuity in developing and revising transit schedules; deal courteously, tactfully and effectively with the general public, other departments of the transit system and representatives of other agencies; prepare complex reports and recommendations in a clear, concise manner.

Requires considerable skill as a public speaker.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Transit Schedule Supervisor
Original entrance examination

CLASS TITLE: TRANSIT TIME AUDITOR CODE: 9140

CHARACTERISTICS OF THE CLASS:

Under general supervision, conducts daily time audits of transit operating employees in accordance with applicable rules, laws, regulations and procedures to insure accuracy of all time recorded; establishes controls from time schedules and authorized time reports; and performs related duties as required.

Requires responsibility for: carrying out and interpreting existing policy, regulations and procedures in connection with the recording of transit operating personnel time; checking and reviewing important detailed and complex time records and records exact time as a basis for computation of exact earnings of operating personnel. Nature of work requires the application of considerable knowledge of payroll procedures, the analysis of schedules and reports to determine correct time allowances, and sustained close attention and concentration for accurate results.

EXAMPLES OF DUTIES:

1. Audits and computes all time for transit operating personnel including extra-men detail, figuring of extra trips, collect schedules and overtime worked; computes exact amount of time to be recorded for each run and the amount of time to be compensated in accord with all rules, laws, regulations and procedures governing computation of platform personnel wages.
2. Sets up controls from time tables, overtime reports, extra men details, collect schedules and range tables.
3. Recapitulates and balances hours and minutes in time schedules to correspond with daily audit of time recorded.
4. Compiles difficult time reports and performs other miscellaneous payroll duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by at least two years' experience in auditing personnel time records or general payroll work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the municipal transit system payroll procedure, rates, rules and regulations; municipal transit schedules and lines; basic knowledge of mathematics.

Ability to work well with others; work accurately under pressure; make ordinary mathematical computations.

Skill in the use of calculating or related office equipment.

CLASS TITLE: TRANSIT TIME AUDITOR (Continued) CODE: 9140

PROMOTIVE LINES:

To: Principal Clerk

From: Clerk
Payroll Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION CODE: 9141

ASS TITLE: TRANSIT MANAGER II

RACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and directs a broad range of ansit activities in a functional work unit or division of the municipal ilway; exercises direction and supervision over transit personnel in such versified areas as central communications, field operations and training; kes recommendations on operating rules, regulations and procedures; pre-res and evaluates complex reports; and performs related duties as required.

STINGUISHING FEATURES:

Positions in this class are management generalists who are expected to nction for other managers in the same class. Additionally, incumbents in is class are expected to represent the Municipal Railway in contacts with e general public as well as private and public agencies and to carry out e functions of the next higher class, Transit Manager III, in the latter's sence.

The Transit Manager II is distinguished from Transit Manager III in that e latter class has management responsibility over several divisions or nctionally related work units while Transit Manager II has responsibility r one division or major work unit. The next lower class of Transit Manager is distinguished from this Manager II level by its narrower scope of sponsibility for a single work unit or sub-function generally during one ift.

AMPLES OF DUTIES:

Central Communications

1. Manages the overall operations of the central communications unit d develops communications policies and procedures; identifies communica-ons related training needs, coordinates training program development and plementation with training staff.

2. Evaluates communications system requirements and recommends system difications; coordinates the implementation of system improvements with gineering, construction and technical staff.

Field Operations

1. Manages the delivery of transit services on a large number of lines rving a major portion of the City; identifies problems with operating po-cies; coordinates service delivery with other transportation managers.

2. Develops transit control location for fixed point line management; ans and implements the deployment of mobile transit supervisors; implements licies and procedures for effective operator supervision, performance valuation, retraining and support services.

Divisions

1. Manages the assignment, utilization, and scheduling of transit erators at a division; monitors and controls the extra board, absenteeism, d scheduled absences to minimize costs and maximize the ability to meet cheduled service.

2. Directs dispatch activities; develops and directs the maintenance e comprehensive operational record systems; conducts step one disciplinary tion; implements departmental-employee relations policies.

Training

1. Designs, implements, and directs the conduct of assigned training programs, trains specialized training staff on modern training methods and procedures; identified training problems and recommends corrective action and implements as directed.

2. Plans, coordinates and maintains support services for training and development programs including safety liaison, scheduling, training materials development and cataloging.

Special Assignments

May be assigned to a special project or other task not specifically listed in the above examples of duties, provided that the assignment is consistent with the level of responsibility of Transit Manager II.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least seven years of progressively responsible experience in such diversified areas as communications, operations, field inspection, dispatching, training or related activities including at least two years experience at the level of a Transit Manager I; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: transit operations in San Francisco; operational differences between various transit modes; line control methods and procedures; operating policies, rules and regulations; modern management techniques; requires working knowledge of schedules, communication system, and employee relations activities as they relate to a transit system.

Requires considerable ability to: Coordinate a variety of activities relating to transit operations; deal courteously and effectively with transit employees, the general public, representatives of employee organizations and representatives of public private organizations; react quickly to critical situations and take effective remedial action; speak in a clear and distinct voice; prepare clear and concise reports and recommendations on transit problems.

License: Some assignments require possession of a valid state motor vehicle operator's license.

ADOPTED: May 4, 1981

(Consolidates classes 9154, 9180, 9181, 9182 and 9187.)

CLASS TITLE: TRANSIT MANAGER III

CHARACTERISTICS OF THE CLASS:

Under administrative direction, directs, coordinates and monitors transit activities in field operations, training, field support, or scheduling; plans and organizes functional work programs and is responsible for implementing and coordinating such programs through subordinate transit personnel; represents higher level management at meetings and conferences; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class represent the highest level in the Transit Manager series. Incumbents in this class function as full management generalists and report to a Deputy General Manager of the Municipal Railway. This class is responsible for managing several transit divisions or a group of functionally related work units. The Transit Manager II level is distinguished from this class by its responsibility for a single functional work unit or a division.

EXAMPLE OF DUTIES:

Field Operations Manager

1. Manages the system wide delivery of transit services, including the development of methods and procedures to maximize service reliability; respond to and corrects service disruptions; coordinates service delivery throughout all areas of the city; coordinates field services and central communications.
2. Develops and implements a system of team building in field operations, regular operator performance evaluations and coordinated response to operator problems.

Field Support Manager

1. Manages the coordination, assignment and effective utilization of transit operators; directs, through subordinate managers, the dispatch of transit vehicles and personnel according to standard service plan.
2. Conducts Step III grievance hearings; develops management policies and procedures for the conduct of fair operator disciplinary hearings; develops cooperative relationships with employee representatives; develops and provides on-going maintenance of a wide variety of operational records and reports.

Training Director

1. Manages a comprehensive program of technical transit operations training and employee development including new employee training in vehicle operation, safety, operating policies, and passenger relations; directs specialized training for supervisory and support staff in safety, dispatching, line management and station operations; coordinates training activities with all units of the department.
2. Develops and implements systems for accident analysis, the identification of training needs to impact accident rate, and the design and conduct of specialized safety training programs and operator counseling, support and re-training; reviews and selects training proposals submitted by contractors and administers contracts and authorizes payment.

Schedules Manager

1. Manages the preparation, modification and on-going analysis of system wide transit service schedules; directs the implementation of computerized run-cutting and scheduling systems.

2. Develops and implements a comprehensive system of traffic, passenger, and schedule adherence data counting, recording, summarizing, and analysis; utilizes data to adjust route structure, service hours, frequency and interconnections.

Special Assignments

May be assigned to a special project or other task not specifically listed in the above examples of duties, provided that the assignment is consistent with the level of responsibility of Transit Manager III.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a university or college with a baccalaureate degree in transportation, occuptional safety, business administration, or a closely related field and seven years of related work experience including at least two years at the level of a Transit Manager II, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: Public transit operations; operational differences between various transit modes; municipal railway operating policies, rules, regulations, scheduling methods; employee training methods; requires good knowledge of transit communication systems; employee relations practices and collective bargaining agreements; city budgetary methods.

Requires considerable ability to: Plan, organize and coordinate a variety of complex transit activities; analyze, interpret and solve difficult administrative problems; establish rules and procedures for fair and impartial hearings; plan, organize and conduct a training program for transit personnel; deal courteously and effectively with the general public, other division heads, and representatives of private and public agencies; review and approve complex operational reports.

License: Some assignments require a valid state motor vehicle operator's license.

ADOPTED:

(Consolidates classes 9136, 9172 and 9184)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT SERVICE INSPECTOR CODE: 9144

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises operating personnel in maintaining transit schedules and services; re-routes equipment in emergencies; loads and dispatches equipment when necessary to expedite service; prepares ordinary operating reports; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing rules, regulations, policies and procedures relative to the maintenance of transit schedules and services and the safe operation of transit equipment at a fixed location or in an assigned area; making regular contacts with the general public for the purpose of furnishing or obtaining information or explaining procedures and regulations relating to the operation of transit equipment; preparing ordinary operating, accident and other reports.

EXAMPLES OF DUTIES:

1. Supervises transit equipment operations within a designated district in a radio patrol car or at a fixed location for scheduled place, destination and type of service; switches back, headways, re-routes and improvises temporary schedules to maintain service disrupted by fires, parades and other emergency situations.
2. Makes minor adjustments to mechanical parts of disabled transit equipment when such adjustments will restore equipment to service; directs and assists in removing disabled equipment so as to clear lines.
3. When necessary, collects transfers, loads passengers and supplies change to operators.
4. Responds to accidents involving transit equipment; secures pertinent information from those involved in and witnesses to accidents and makes reports thereon; if necessary, requests police and/or fire aid, wrecker or line truck.
5. Makes reports of defects in track, pavement and other hazards.
6. Checks operators on violations of rules and safety regulations; issues citations to autos violating parking ordinances in bus zones; removes disorderly passengers and directs traffic when necessary.
7. Accepts complaints, criticism and commendations from the public, adjusts differences and disputes and prepares reports thereon.
8. May be assigned to make passenger counts and assist in the handling of extra service.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of experience in the operation of transit equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: transit lines, transit schedules and transit equipment; operating rules and regulations.

Requires ability to: deal courteously, effectively and tactfully with the public and subordinates; operate and supervise others in the operation of transit equipment; enforce disciplinary action effectively.

Requires basic mechanical aptitude.

License: Requires possession of a valid state chauffeur or motor vehicle operator's license.

PROMOTIVE LINES:

To: Day Transit Dispatcher
Transit Control Dispatcher
Transit Schedule Maker
Transit Control Assistant Inspector

From: Conductor
Motorman
Bus Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, ELDERLY AND HANDICAPPED SERVICES CODE: 9146

CHARACTERISTICS OF THE CLASS:

Under administrative direction, manages, plans, develops, coordinates and implements the Elderly and Handicapped Programs for the Municipal Railway including fixed route access, paratransit services, handicapped I.D. program, community outreach and system environment improvement; contract administration; participates in the Paratransit Coordinating Council; serves as legislative liaison representing MUNI management and the Elderly regarding legal matters and proposed legislation relative to the Elderly and Handicapped programs and services provided by the Municipal Railway.

DISTINGUISHING FEATURES:

The single position in the classification reports to the Deputy General Manager, Administration (MUNI) and is characterized by its independent responsibility for the management of a wide variety of paratransit and other services for elderly or disabled patrons.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Manages, develops, plans and implements programs, services, and projects for elderly, disabled and other special ridership groups in compliance with federal, state and local requirements; directs marketing and publicity of accessible MUNI services to disabled persons.

2. Supervises route preparation for the available lift-equipped coach fleet, reviews light rail accessibility; coordinates training of personnel on use of special equipment and sensitivity to special patrons; coordinates capital improvement projects related to handicap access.

3. Coordinates the services provied by various contractors; administers the contract bid process.

4. Recommends improvements in accessabiltiy to the railway's fixed route facilities.

5. Supervises the administration of the Disabled ID Card Issuing office through a subordinate supervisor.

6. Staffs local committees and councils related to the Elderly and Handicapped; represents the department in meetings with representatives of governmental and municipal agencies; makes presentations before Commissions, Boards, professional and business organizations, community organizations and the general public.

CLASS TITLE: MANAGER, ELDERLY AND HANDICAPPED PROGRAMS, MUNICIPAL RAILWAY CODE: 9146

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

Knowledge, Abilities and Skills: Knowledge of principles, techniques and methods of developing services and programs designed to meet the special needs of patrons; budget management; fund raising and the solicitation of grants from public and private agencies.

Ability to identify and analyze management programs; develop and implement effective solutions; plan and coordinate the work of subordinates; conduct informational workshops; demonstrate the use of special equipment; publish and distribute a wide variety of informational pamphlets and bulletins.

Skills in effective verbal and written communication; effective interaction with government officals, community representatives, the general public and the news media.

#4155c
ADOPTED: 3-19-90

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF COMMUNITY AFFAIRS, MUNICIPAL RAILWAY CODE: 9148

CHARACTERISTICS OF THE CLASS:

Under administrative direction, manages, develops, implements and administers marketing and promotional programs, public information services, media relations and community outreach activities; including employee morale programs, Fast Pass marketing, Employee Awards Fund development, public presentations, press conferences and press releases; performs related duties as required.

DISTINGUISHING FEATURES:

The Director of Community Affairs is a single position classification which reports to the Deputy General Manager, Administration (MUNI). This position is responsible for managing, directing and coordinating, through subordinate supervisors, a variety of community affairs programs and transit communication activities.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the Community Affairs Department; prepares and administers departmental budget; plans, organizes, assigns, directs, reviews and evaluates the work of subordinate staff through subordinate supervisors.
2. Through subordinate supervisors directs and implements programs designed to educate and inform the riding patronage and the general public, including promotional and informational advertising, passenger services, media relations; reviews departmental publications and press releases.
3. Develops marketing and advertising programs; develops and administers employee morale programs, promotional programs and activities; including bus advertising contracts, map sales programs, Fast Pass marketing, Employee Awards Fund development, Gold Awards and monthly/quarterly awards ceremonies, cable car celebrations and Muni tours.
4. Represents the department at public, governmental and municipal agency meetings; makes presentations before Commissions, Boards, professional and business organizations.
5. Negotiates and administers contracts for the purpose of generating revenues, including advertising, memorabilia and other promotional or related activities; procures private funds in support of special projects.

QUALIFICATIONS:

"The examination announcment shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

<u>Knowledge, Abilities and Skills</u>: Comprehensive knowledge of the principles, practices, techniques and methods of public information, community relations programs and modern management including marketing research, survey techniques, marketing plan development; and a working knowledge of budget preparation and fiscal management.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF COMMUNITY AFFAIRS, MUNICIPAL RAILWAY CODE: 9148

QUALIFICATIONS: (continued)

Considerable ability and skills to: Identify and analyze management problems; develop and implement effective solutions; plan, coordinate and direct the work of subordinates; effectively communicate verbally and in writing with government officials, community representatives, the general public and the news media.

ADOPTED: March 5, 1990

#4148c

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: TRAIN CONTROLLER CODE: 9150

DEFINITION:

Under direction, monitors and controls the movement of trains in the subway (MUNI Metro System) through the use of the computerized Advanced Train Control System (ATCS), power distribution and communication systems. Incumbents in this classification are responsible for, within defined policies and procedures, maintaining and working on both normal and emergency operations for customer service, safety and safeguard of equipment and systems. Train Controllers provide ongoing support of mass transit service through radio communications, maintenance of balanced headways, and system entry and exit monitoring; manage system failure and emergency situations; implementing corrective actions; provide support of maintenance through implementation of Clearance Procedures; and perform dispatching and other duties as assigned.

DISTINGUISHING FEATURES:

Train Controller is an advanced journey level professional class responsible for monitoring and controlling the movement of trains through the subway system. This class is distinguished from the Transit Manager II class by the latter's responsibility for managing the full range of transit and passenger functions of an assigned location.

SUPERVISION EXERCISED: NONE

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class(es) and are not intended to be an inclusive list.

1. Monitors and controls the movement of trains in the subway through the Advanced Train Control System (ATCS) system; performs constant visual monitoring of trains on video display monitors and communicates by radio and telephone with various personnel.

2. Provides accurate and timely information to customers, the general public, passengers, support personnel and Emergency Services personnel regarding emergencies or critical events, and special conditions which exist throughout the MUNI Metro system.

3. Supports all revenue activities in accordance with the applicable service plan including providing designated service levels, radio communications, monitoring applicable departmental systems, such as Fare Collection, Data Transmission System (DTS), System Management Center (SMC), etc., or video display monitors, such as Closed Circuit Television (CCTV), Vehicle Control Center (VCC), train utilization, trouble-shooting; system problem assessment and resolution, routine system testing and any other functions which affect the delivery of mass transit service.

4. Implements and/or coordinates contingency plans to include strategies necessary during service disruptions and emergencies to minimize delays and inconvenience to customers.

5. Manages the assembly of trains and ensures that the scheduled trains are correctly configured and available for movement into revenue service.

6. Implements and/or coordinates the safe and efficient execution of work areas and clearances in accordance with existing departmental rules and procedures.

7. Maintains accurate and complete documentation of all activities on the MUNI Metro System as identified in the Central Control Manual

8. Monitors platform, stations, intrusion alarms, trackways and any other systems which affect mass transit service; conducts constant visual monitoring on video display monitors.

9. Performs related duties and responsibilities, as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Computerized train control systems including television monitors; public transit revenue activities; rail operations and/or central control operations; radio communications; Federal Transportation Act regulations related to train and subway operations; applicable federal and state safety rules and regulations; data collection, recording, and reporting.

Ability to: Communicate clearly and effectively in oral and written form; maintain an effective working relationship with co-workers, supervisors and managers; interact, make appropriate decisions and respond under stressful conditions to emergencies and critical situations; assess and resolve rail system problems; troubleshoot system problems; conduct system testing; assimilate and respond rapidly and appropriately to changing data/information; manage and schedule the assembly of the train system; manage and maintain a safe work environment; work as an effective member in a team-environment; maintain accurate documentation and records; operate a computer terminal and use computer keyboard; operate two-way radio and telephone equipment. Follow and maintain established policies, procedures and instructions under emergency and critical situations; perform duties with minimal supervision and make sound independent decisions within prescribed guidelines

Experience and Training guidelines: Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Training: High school graduate or equivalent, such as GED.

CLASS TITLE: TRAIN CONTROLLER CODE: 9150

Experience: Five years of experience in the operations or administrative division of a transit agency. Two years of this experience must have been in a professional, supervisory or management capacity in rail operations and Central Control operations of a subway rail system.

License or Certificate: Some positions may require a California driver's license.
1. Possession and maintenance of Department Certification as a Central Control Dispatcher is required after training.
2. Possession and maintenance of Department Certification as a Train Controller is required after training.

Incumbents in this classification will be responsible for maintaining the required level of knowledge as established by the Public Transportation Department Central Control Qualification Program.

Special Requirements: Essential duties require the following physical skills and work environment: Excellent audio capability for radio communications; 20/20 visual capability (with corrective eyewear if necessary) for video display monitoring; ability to differentiate colors on video display monitors; ability to constantly view video display monitors; ability to work in a confined and highly stressful environment, wearing head-sets which restrict physical movement in the work area; and ability to sit and view video display monitors for extended periods of time; may be required to drive.

Effective: March 1, 1999

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT CONTROL ASSISTANT CHIEF INSPECTOR CODE: 9152

CHARACTERISTICS OF THE CLASS:

Under direction, assists in directing transit control activities for the municipal transit system; exercises supervision over operating personnel engaged in accelerating service, reassigning and rerouting equipment; and performs duties as required.

Requires responsibility for: coordinating, interpreting and enforcing policy, procedures and regulations governing the maintenance of transit schedules and service; making regular contacts with the general public, other transit system employees, employees of other departments and representatives of outside groups for the purpose of exchanging information and explaining procedures and regulations covering operation and scheduling of transit equipment; preparing and checking operational and accident reports.

EXAMPLES OF DUTIES:

1. Supervises and is responsible for all activities of the transit control operation on night shift, including central control office, fixed stations and radio patrol cars.

2. Patrols downtown area during afternoon rush periods to check the movement of transit equipment in traffic; accelerates service by assisting and directing inspectors and collectors in the loading of passengers; instructs operating personnel in safe methods of transit equipment operation; requests police assistance at locations where traffic is stagnant and congested.

3. Checks to see that collectors are at their assigned locations and that they arrive and depart at scheduled times; reassigns collectors to key locations when necessary.

4. Acts for the transit control chief inspector in his absence.

5. Advises and directs inspectors in the handling of parades, special events, conferences and athletic events, street cave-ins, broken trolley wires and in the rerouting, switching back and pushing or towing equipment; cooperates with division superintendents in the scheduling of extra equipment to be used at public events.

6. Consults with officials of the police department on police problems that affect the railway, such as the rerouting of equipment during emergencies, the taking into custody of operators who are intoxicated on duty and the parking of railway vehicles at public functions.

7. When necessary and acting as a special police officer, issues traffic citations for parking in bus zones.

MINIMUM QUALFIICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible experience in transit equipment operation, field inspection, control or dispatching activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: transit lines, schedules and equipment; operating rules and regulations; general transportation problems.

Requires considerable ability to: re-assign and re-route equipment in emergencies to accelerate service; prepare, review and check operational records and reports; deal courteously, effectively and tactfully with the public, employees of other departments and outside groups and their representatives; supervise, assign and review the work of subordinates; exercise disciplinary action in an effective manner.

License: Requires possession of a valid state motor vehicle operator's license or chauffeur's license; a restricted radio telephone operator's permit.

PROMOTIVE LINES:

To: Transit Control Chief Deputy
Transportation Division Superintendent

From: Night Transit Dispatcher
Transit Control Dispatcher
Transit Service Dispatcher

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT CONTROL CHIEF INSPECTOR CODE: 9154

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the transit control activities for the municipal transit system; exercises general direction and supervision over operating personnel on all lines of the municipal transit system through a radio control and field inspection system; reviews, evaluates and approves important operating and other reports; and performs related duties as required.

Requires responsibility for: developing, coordinating and enforcing policy procedures, rules and regulations governing the maintenance of transit service and schedules; regular contacts with the general public, persons in other departments, representatives of outside organizations and groups for the purpose of exchanging information, explaining procedures, regulations and methods and discussing and interpreting policy relating to the operation and scheduling of transit equipment; review and approval of important operation and accident reports.

EXAMPLES OF DUTIES:

1. Directs transit service inspectors in supervising all platform personnel on lines of municipal railway system through a radio control and field inspection system; makes assignment of inspectors to radio patrol cars and fixed stations.

2. Travels over lines at various times to observe operations and to instruct inspectors; prepares assignments and schedules for parades and special events; makes plans for rerouting around street work and other obstructions.

3. Trains and reviews the work of transit control dispatchers assigned to the central control room.

4. Receives and evaluates inspectors' reports, central control daily log, recorder graphs and unusual delay reports; takes necessary action to correct the situation and/or forwards to proper authorities for disposition.

5. Attends bi-monthly meetings of the streets utilities committee to participate in discussion and plans with regard to traffic and railway operations; prepares reports thereon for review and approval of management; attends weekly meetings in the office of the transportation superintendent to discuss general railway operations.

6. Meets and coordinates transit operations with engineers, police department, employees of other city departments, private utilities and general contractors.

7. Keeps management informed of disablements, accidents, unusual occurrences, long service delays and matters involving newspaper publicity.

8. Directs the preparation of daily payroll for all subordinate personnel in the transit control operation.

9. Assists in the development and advancement of subordinates through training and effective use of employee development program.

CLASS TITLE: TRANSIT CONTROL CHIEF INSPECTOR (continued) CODE: 9154

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible experience in the operating department of a municipal transit system in transit operation, field inspection, schedule making, dispatching or related activities.

Knowledge, Abilities and Skills: Requires considerable knowledge of: transit equipment lines and schedules, transit equipment, operating rules and regulations, general transportation problems; organizational and management methods and techniques.

Requires considerable ability to: prepare, analyze and evaluate important operational records and reports; make decisions on difficult operational problems; deal courteously, effectively and tactfully with the public, employees of other departments and outside groups and their representatives; plan, schedule and assign work to subordinates; exercise disciplinary action in effective manner; express ideas clearly and concisely; speak effectively and clearly.

License: Requires possession of a valid state motor vehicle operator's or chauffeur's license; a restricted radio telephone operator's permit.

PROMOTIVE LINES:

To: Transportation Assistant Superintendent
Transportation Division Superintendent

From: Transit Control Assistant Chief Inspector
Day Transit Dispatcher

(RENUMBERED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CLAIMS INVESTIGATOR CODE: 9155

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the investigation of personal injury and property damage claims involving city vehicles and utilities installations and equipment; negotiates and settles such claims within prescribed limits; and performs related duties as required.

Requires considerable responsibility for: interpreting and enforcing established policies and procedures relative to the investigation, processing and settlement of claims for or against the city and recommends changes in such policies and procedures; making important personal contacts with other departmental personnel, outside agencies and organizations and the general public in connection with the investigation of accident claims; gathering, preparing, maintaining, checking and reviewing detailed and important investigative records and reports relating to investigations made.

EXAMPLES OF DUTIES:

1. Makes investigations of all circumstances surroundings personal injury and property damage claims; prepares and compiles detailed reports of all such investigations, including interviews with claimants, doctors, nurses, police officials, attorneys, insurance adjusters and others.

2. Negotiates the settlement of claims within prescribed limits; interviews witnesses at scene of accidents and secures signed statements related thereto; consults with contractors, officials, technical and specialized personnel, as necessary.

3. Makes court appearances and gives testimony relating to claims; confers with city legal representatives in connection with trial preparation for claims involving court litigation; arranges for the presentation of physical documentary evidence for use at trials; makes arrangement for the court appearance of expert testimony at trials.

4. Investigates and resolves miscellaneous complaints such as defective, dangerous and nuisance conditions involving current or potential departmental or private property damage.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible experience involving investigation and processing of personal injury and property damage claims; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: departmental rules, regulations and existing laws, ordinances and codes applicable to personal injury and property damage claims; legal terminology and court procedure; utility installations, vehicles, equipment, facilities and their uses and operations.

Requires ability to: collect and analyze information relating to accident and property damage claims and make sound recommendations for their settlement; meet and deal effectively with the general public and handle delicate public relations problems with considerable tact; prepare accurate and factual investigative reports and maintain related records.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Claims Adjuster
Senior Claims Investigator

From: Transit Service Inspector
District Water Serviceman

(RENUMBERED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR CLAIMS INVESTIGATOR CODE: 9156

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the investigation of personal injury and property damage claims involving city vehicles and utilities installations and equipment; negotiates the settlement of such claims within prescribed limits; assigns and supervises the activities of subordinate investigators engaged in such work; and performs related duties as required.

Requires considerable responsibility for: interpreting and enforcing established policies and procedures relative to the investigation and settlement of personal injury and property damage claims for or against the city; making continuing important contacts with other departmental personnel, outside agencies and organizations and the general public relative to the investigation and settlement of claims; preparing, checking and reviewing detailed and important investigative reports and records in connection with investigative activities.

EXAMPLES OF DUTIES:

1. Assigns, supervises and reviews the work of subordinate investigators; reviews accident reports to assure that all witnesses have been interviewed and all phases of investigation have been properly completed; personally negotiates the settlement of involved claims within prescribed limits.

2. Prepares and compiles detailed reports of all investigations made; prepares legal documents for the approval of management and city legal personnel in connection with the settlement of damage claims.

3. Confers with attorneys, doctors, insurance adjustors and other qualified experts in obtaining specialized professional or technical reports for use in settling claims; negotiates with attorneys and others in effecting settlement of claims and determining the extent of liability; may call upon the services of professional or technical personnel to aid in investigation of claims; attends court sessions and testifies for the department when necessary.

4. Investigates miscellaneous complaints involving existent or potential property damage involving departmental property.

5. In the water department, may be assigned the responsibility for the collection of all outstanding debts due the department involving damage claims and delinquent payments on land leases and revocable permits.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible personal injury and property damage claims investigating experience, including two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: departmental rules, regulations and existing laws, ordinances and codes applicable to personal injury and property damage claims processing; legal terminology and court procedure; utility installations, vehicles, equipment, facilities and their uses.

Requires considerable ability to: collect and analyze information relating to accident and property damage claims and make sound recommendations for their settlement; meet and deal effectively with the general public and handle delicate publio relations problems with considerable tact; prepare accurate and factual investigative reports and maintain related records.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: General Claims Agent
Assistant Claims Agent

From: Claims Adjustor
Claims Investigator

(RENUMBERED)

CLASS TITLE: CLAIMS ADJUSTER CODE: 9157

CHARACTERISTICS OF THE CLASS:

Under general supervision, has responsibility for adjusting personal injury and property damage claims arising out of the operation of municipal transit equipment; makes investigations of circumstances surrounding accidents; assists in preparation of cases for trail; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing policies and procedures relating to the review and adjustment of claims; making responsible personal contacts in connection with claim adjusting activities; preparing and reviewing detailed records and reports of accident claims and investigations.

EXAMPLES OF DUTIES:

1. Reviews files on personal injury cases and negotiates settlement with claimants, attorneys, brokers and insurance representatives.
2. Interviews and obtains statements from witnesses and claimants.
3. Recommends the payment or denial of claims and follows through on cases according to procedure indicated.
4. Reviews property damage cases with investigators in regard to details of the particular case.
5. Corresponds and confers with claimants, attorneys of record and witnesses, as required.
6. May discuss with insurance company representatives the matter of liability involving their assured and equipment of the railway involving a third party.
7. Compiles evidence by interviewing operators, inspectors and witnesses; may request police reports and diagrams for the purpose of properly adjusting claims.
8. Prepares investigators' report, affidavits, releases and obtains damage and witness statements.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of responsible personal injury and property damage claims investigation experience; or an equivalent combination of training and experience;

Knowledge, Abilities and Skills: Requires good knowledge of: pertinent laws, codes and ordinances dealing with claims against the municipal railway system; departmental policies, rules and regulations; modern investigative techniques and methods.

Requires ability to: analyze claims and investigators' reports and determine or recommend appropriate disposition of such claims; use considerable judgment and resourcefulness in evaluating and adjusting claims; deal tactfully, firmly and courteously with the general public, legal representatives and other organizations and agencies.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Senior Claims Investigator

From: Claims Investigator

(RENUMBERED)

CLASS TITLE: ASSISTANT CLAIMS AGENT CODE: 9158

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in directing the investigation and settlement of all personal injury and property damage claims involving municipal transit equipment; supervises subordinate investigators, adjusters, and office personnel engaged in such activities; acts for the general claims agent in his absence; and performs related duties as required.

Requires considerable responsibility for: interpreting, coordinating and enforcing policies, methods and procedures relative to the settlement of claims; effecting economies and/or preventing losses through efficiently authorizing expenditures involving large amounts of money in payment of accident and injury claims; making regular contacts with the general public, representatives of individuals and groups and others involving negotiation and explanation of policies, rules and regulations regarding municipal transit system claims; checking and reviewing important and detailed technical and financial claims records and reports.

EXAMPLES OF DUTIES:

1. Assists in directing the settlement of property damage and personal injuries claims caused by transit equipment, and the collection of claims for damages to transit system property, including contributions by third parties.
2. Reviews and evaluates claims; personally negotiates settlement of difficult and complex claims within prescribed limits.
3. When directed, discusses settlement of large and complex claims with the city attorney and other city officials.
4. When directed, attends and participates in weekly executive and staff meetings, accident appeal board hearings and equipment board hearings and makes recommendations as to changes in procedures or types of transit equipment.
5. Interprets departmental rules and regulations to employees supervised.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by seven years of progressively responsible experience in investigating and adjusting personal injury and property damage claims, including at least three years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: principles and practices of personal injury and property damage claims, evaluation and settlement; general operating policies and procedures of the municipal transit system, particularly as applied to claims activities.

Requires ability to: assign and supervise the work of a large group of subordinate personnel; conduct investigations and formulate effective courses of action; negotiate difficult and involved claim settlements; deal courteously, effectively and tactfully with individuals, their representatives and the public.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: General Claims Agent

From: Senior Claims Investigator
Claims Adjuster

(RENUMBERED)

CLASS TITLE: GENERAL CLAIMS AGENT CODE: 9159

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for directing the investigation and settlement of all personal injury and property damage claims involving municipal transit equipment; plans, assigns and directs the activities of subordinate investigative, adjusting and office personnel engaged in such activities; and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing policies, methods and procedures relative to the settlement of claims; achieving considerable economies and/or preventing considerable losses through efficiently authorizing expenditures involving large amounts of money in payment of accident and injury claims; making regular important contacts with the general public, representatives of individuals and groups and administrative officials involving difficult negotiations and the explanation, interpretation and presentation of policies, rules and regulations of the municipal transit system with regard to claims; supervising the preparation and review of important detailed and complex technical and financial claims records and reports.

EXAMPLES OF DUTIES:

1. Directs the settlement of property damage and personal injuries claims caused by transit equipment, and the collection for damages to railway property including contributions by third parties.
2. Reviews and evaluates claims; personally negotiates the settlement of difficult and complex claims involving large amounts of money; prepares brief of settlement and recommends settlement to the public utilities commission for approval.
3. Discusses settlements of large and complex claims with the city attorney and other appropriate officials.
4. Administers a revolving fund for payment of claims falling within prescribed limits and bills incurred for such as special investigations, expert and other witnesses and depositions.
5. Attends and participates in weekly executive staff meetings, accident appeal board hearings and equipment board hearings, and makes recommendations as to changes in procedures or types of transit equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least eight years of progressively responsible experience in investigating and adjusting personal injury and property damage claims, including four years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: the principles and practices of personal injury and property damage claims evaluation and settlement; the general operating policies and procedures of the municipal transit system, particularly as applied to claims activities.

Requires considerable ability to: plan, assign and direct the activities of a large group of subordinate personnel; conduct investigations and adopt effective courses of action; negotiate complex claims settlements; deal courteously, effectively and tactfully with the general public and their representatives.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal line of promotion

From: Senior Claims Investigator
Assistant Claims Agent

SAN FRANCISCO CIVIL SERVICE COMMISSION

(RETITLED AND AMENDED)

CLASS TITLE: ASSISTANT TRANSIT DISPATCHER CODE: 9160

CHARACTERISTICS OF THE CLASS:

Under general supervision, acts as assistant to the Day Transit Dispatcher; dispatches transit equipment according to fixed and other schedules; receives and checks accident, operating and other reports; assists in conducting divisional sign-ups; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and enforcing policy, regulations and procedures in dispatching transit equipment and in assigning and reassigning operating personnel in a division; checking ordinary operating, accident and related reports.

EXAMPLES OF DUTIES:

1. Assigns transit operating employees to runs and special trips; insures that operators report and pull cars and coaches out of car houses and garages according to schedules; makes assignment changes and various entries in daily log book.
2. Reviews and inspects accident reports turned in by operating employees and assists in the preparation of confidential memoranda regarding personal injuries and accidents reported on tour of duty.
3. Answers inquiries by phone and in person relative to transit service and operations.
4. Makes out sick leave forms for employees reporting on and off sick leave; checks time cards and enters overtime on overtime report.
5. Interprets department rules, regulations and policies to employees supervised.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of experience in transit equipment operation; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Operating rules and regulations; transit lines, schedules and transit equipment.

Requires ability to: Make limited assignments and reassignments of operating personnel in accordance with sound and efficient scheduling; deal courteously, effectively and tactfully with operating personnel and the public; prepare and review ordinary operating reports.

License: Requires possession of a valid state chauffeur's or motor vehicle operator's license.

PROMOTIVE LINES:

To : 9162 Transit Dispatcher

From: S-102 Conductor
S-104 Motorman

Amended: 4/19/73

(Abolishes: 9160 Night Transit Dispatcher)

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: ASSISTANT CHIEF, BUREAU OF CLAIMS INVESTIGATION AND ADMINISTRATION **CODE: 9161**

DEFINITION:

Under administrative direction, plans, organizes and directs the work of staff engaged in the investigation and settlement of all personal injury and property damage claims for all city departments; manages, and evaluates all departmental activities; develops, coordinates, and executes policies, methods, standards and procedures related to the settlement of claims and the minimization of losses from accidents; administers a revolving fund for the payment of claims; negotiates most sensitive and costly cases; authorizes the payment of large settlements for all claims; interprets policies, rules and regulations.

DISTINGUISHING FEATURES:

This one position class, reporting to the Chief, Bureau of Claims Investigation and Administration, is the second highest level in the unit, responsible for managing all claims settlement activities that involve City departments. It is distinguished from the Chief, Bureau of Claims Investigation and Administration in that the Chief is responsible for the overall direction of investigation and settlement of claims whereas the Assistant Chief manages the processing and settlement of claims, directs the staff and may perform other related duties as required.

SUPERVISION EXERCISED:

This class exercises supervision over professional and support staff.

Examples of important and essential duties:

"According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list."

1. Develops goals, plans and priorities and establishes standards for performance of subordinate staff.

2. Directs the work of professional and support staff consisting of claims adjusters, investigators and clerical personnel engaged in processing personal injury and property damage claims arising from City owned equipment in all City Departments.

CLASS TITLE: ASSISTANT CHIEF, BUREAU OF CLAIMS INVESTIGATION AND ADMINISTRATION **CODE: 9161**

Examples of important and essential duties: (cont'd)

3. Executes policies and procedures relating to the investigation and settlement of property damage and personal injury claims as well as collecting for damages to City property, including claims against third parties.

4. Reviews, evaluates, negotiates and settles complex and costly claims involving large sums of money; prepares briefs of settlements and provides expert testimony as required; discusses settlement of claims with the Bureau Chief and City Attorney; prepares closing documents for claims to be submitted to the Board of Supervisors when necessary; represents the City Attorney before commissions, boards and other entities.

5. Administers a revolving fund for payment of claims within prescribed parameters including payment of bills incurred for services such as special investigations, experts, witnesses and depositions; signs checks to insure timely payments.

6. Monitors claims activity and related operations and analyzes pertinent data to ascertain trends that might require corrective action; works closely with the City Risk Manager and makes recommendations on ways to reduce losses by the City.

7. Formulates operations and policy recommendations for consideration by the Bureau Chief and the City Attorney.

8. May be required to perform other related duties as needed.

Job related and essential qualifications:

Knowledge of: the principles and practices of personal injury and property damage claims investigation and adjustment, evaluation, and settlement; City ordinances and State Government codes regarding processing, settlement and denial of claims; vehicle codes; legal terminology and court procedures.

Ability to: plan, assign, and direct the activities of professional and support staff; conduct investigations and adopt effective courses of action; negotiate with claimants and their attorneys for reasonable settlements of claims; analyze components which make up all parts of a claim; work with diverse groups of people; communicate technical and legal requirements and information effectively; understand statistical analysis and financial accounting.

Skill: computer literacy

Experience and Training Guidelines:

Any combination of training and experience that would provide the required knowledge, skills, and abilities would be qualifying.

CODE 9161 (Cont'd)

Experience: Requires seven years of progressively responsible experience in investigation and settlement of personal injury and property damage claims, including three years at a supervisory level.
License or Certification: Possession of a valid California driver's license.
Special Requirement: Essential duties require the following physical skills and work environment: Ability to work in standard office and field environments.

NOTE: This class is exempt from examination under Charter Section 10.104 (13).

ADOPTED: 7/1/91
AMENDED AND RETITLED: 6/21/96
REASON FOR AMENDMENT: Update scope of class to reflect current duties and responsibilities and adhere to the new charter mandate.

San Francisco Civil Service Commission

CLASS TITLE: DAY TRANSIT DISPATCHER CODE: 9162

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for dispatching transit equipment according to prepared schedules; prepares extra men's detail list and assigns operating personnel to relief or emergency runs; reviews and maintains operating records and reports; supervises general sign-ups of operating personnel within a division; may act for the division superintendent in his absence; and performs related duties as required.

Requires responsibility for: interpreting and enforcing policy, procedures and regulations relative to the dispatching of transit equipment and assigning personnel to runs on a divisional basis; reviewing and checking operating and accident reports and preparing confidential memoranda thereon; making occasional responsible contacts with the general public to furnish information concerning transit services and operation.

EXAMPLES OF DUTIES:

1. Dispatches transit equipment and personnel according to prepared schedules; dispatches charter and other special coaches.
2. Prepares extra men's detailed list, makes entries of runs worked by extra men, sick leaves, over-sleeps and inspections; makes out and inspects sick leave forms.
3. Assigns employees to special duty work when needed; makes out report of daily special duty time; makes out daily manpower and time report, weekly hold-down list and supervises the sign-up for hold-down; supervises the division and vacation sign-ups for operating personnel.
4. Reviews and inspects accident reports turned in by operating employees and prepares confidential memorandum regarding personnel injuries and accidents reported on tour of duty.
5. Interprets departmental rules, regulations and policies for subordinates; interviews employees on reports or complaints of a minor nature and refers to division superintendent for disposition; makes entries of violations, accidents and complaints on employees' personal record cards.
6. Answers inquiries by phone and in person relative to transit service and operations.
7. Checks trip sheets, enters line details in log book; enters equipment changes on daily register sheet.
8. Prepares requests for supplies needed in division.
9. Sells school and other special fare tickets and keeps records of sales.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible experience in transit equipment operation, including at least two years of supervising or controlling transit equipment operations in the field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: transit lines, schedules and equipment; operating policies, rules and regulations.

Requires considerable ability to: make assignment and reassignment of personnel in accordance with sound and efficient scheduling; deal courteously, tactfully and effectively with operating personnel and subordinates and the general public; prepare and maintain various operational detail and other records and reports.

PROMOTIVE LINES:

To: Transportation Division Superintendent
Transit Control Chief Inspector

From: Night Transit Dispatcher
Transit Control Dispatcher

CONSOLIDATES CLASSES S102 AND S104

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT OPERATOR CODE: 9163

CHARACTERISTICS OF THE CLASS:

Under general supervision operates a variety of transit vehicles such as diesel and electric motor coaches, cable cars, streetcars and light rail vehicles; transports passengers along a specific route and makes designated stops as required; accepts fares, issues transfers, gives general directional information; and performs related duties as required.

DISTINGUISHING FEATURES:

Employees in this class, upon completion of the Municipal Railway Training Program, are assigned to operate various types of transit equipment for the Municipal Railway. Transit Operators are expected to operate equipment according to rules, regulations, and procedures relative to safety and good service including, shuttling transit equipment. In addition, incumbents have responsibility for the preparation of reports relating to accidents and other occurences involving the general public and the Municipal Railway.

EXAMPLES OF DUTIES:

1. Operates a transit vehicle along specific routes according to schedule for purposes of transporting passengers; makes stops as required by Municipal Railway procedures; may serve as a conductor and/or gripman on a cable car.

2. Assures that assigned vehicle is in safe operating condition; performs emergency adjustments while operating vehicle along transit route in accordance with Municipal Railway rules and regulations.

3. Makes required routine operating reports; secures and reports all necessary information in connection with accidents involving passengers, vehicles, and transit personnel; may make reports on lost and found items, vehicle malfunctions, or unusual occurrences.

4. May be required to contact by radio appropriate Municipal Railway personnel regarding a variety of emergency situations arising during the operation of a transit vehicle.

5. May be required to provide on-line instruction to new transit vehicle operating personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or the equivalent, supplemented by at least three years of full-time paid satisfactory work experience.

Knowledge, Abilities and Skills: Requires knowledge of existing traffic laws, rules and regulations; the geography of the city.

CLASS TITLE: TRANSIT OPERATOR CODE: 9163

MINIMUM QUALIFICATIONS: (continued)

Requires ability to: understand and follow written and oral directions; be courteous and tactful with the general public; learn specific techniques necessary to operate transit equipment in a safe and prudent manner; comprehend all vital aspects of the Municipal Railway Training program for vehicle operators.

License and Physical Standards: Candidates for this class must be able to obtain and maintain possession of a valid California Driver's license and meet the medical standards for such a license.

PROMOTIVE LINES:

TO: 9144 Transit Service Inspector
9160 Assistant Transit Dispatcher

FROM: Original Entrance Examination

ADOPTED: 2/7/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SAFETY INSTRUCTOR,
PUBLIC UTILITIES COMMISSION

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CODE: 9168

CHARACTERISTICS OF THE CLASS:

Under direction, plans and conducts classroom instruction programs for the Municipal Transit System; assists in developing and implementing safety and training programs in other departments of the Public Utilities Commission; supervises the collection, analysis, and review of statistics related to transit vehicle operators; conducts special interviews with transit operators; conducts research and investigation on a variety of safety problems; and performs related duties as required.

Requires responsibility for: Planning developing and implementing methods and procedures relating to a modern safety program for Municipal Transit personnel; instructing other employees of the Public Utilities Commission in safety matters; regular contact with supervisory personnel and others for the purpose of reviewing accident and personnel reports and studies.

EXAMPLES OF DUTIES:

1. Plans and conducts classroom instructional programs for the employees of the Municipal Railway; prepares programs for both new trainees and in-service operators on matters pertaining to schedules, transfers, accounting, safety, public relations, and rules and regulations of the transit system, civil service, union agreements and charter provisions; demonstrates use of portable registers and fare boxes.

2. Supervises the work of personnel in planning, collecting, processing, analyzing, and distribution reports involving accidents pertaining to traffic, transit passengers, employee locations, equipment and other required studies; supervises the maintenance of accident record files for transit operators.

3. Prepares and distributes safety and training materials to transit operators and other Public Utilities Commission personnel; drafts notices and letters for superiors pertaining to safety matters.

4. Examines and evaluates accident reports in order to determine whether avoidable or unavoidable accidents; interviews transit operators in regard to unsafe operation, accident proneness or other improper behavior; counsels and advises operators on correct procedures; submits reports and recommendations when indicated to superiors.

5. Observes operational performance of transit operators and instructs and recommends modification of performance when required; investigates physical properties and equipment regarding safety, and reports unsafe situations to proper authorities.

6. Prepares visual aids; compiles, conducts and evaluates special written examinations; photographs street scenes and traffic situations that could be used as visual aids in the classroom instruction; operates moving and still projectors; conducts psycho-physical tests and explains results to examinees.

7. Works with employees and supervisors of the Municipal Transit System as well as other departments of the Public Utilities Commission in developing and implementing safety programs.

8. As assigned, attends meetings of Central Safety Committee; Interdepartmental Staff Committee on Traffic and Transportation, Joint Union and Training Committee and other civic or private groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by operators course in teaching techniques, industrial safety, supervision, or psychology.

Requires at least two years of experience as a Transit Operating Instructor or equivalent combination of training and experience.

CLASS TITLE: SAFETY INSTRUCTOR,
PUBLIC UTILITIES COMMISSION CODE: 9168

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires considerable knowledge of: Modern transit safety training practices and techniques; modern training and instructional methods; California Vehicle Code; San Francisco Traffic Code; operating rules and regulations; transit lines, schedules, and equipment; safety equipment and its application to specific hazardous conditions.

Requires considerable ability to: Initiate and carry out a comprehensive instructional program; analyze and compile statistical studies and reports, works effectively with employees and the general public; prepare and review a variety of important operational reports and instructions; plan, assign and supervise the work of others.

License: Requires possession of a valid State of California Operator License.

PROMOTIVE LINES:

To : 9172 Safety and Training Supervisor, Public Utilities Commission

From: 9170 Transit Operating Instructor

Adopted: 12/14/70

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT OPERATING INSTRUCTOR CODE: 9170

CHARACTERISTICS OF THE CLASS:

Under general supervision, trains, instructs and works with new operating personnel in the proper operation of transit equipment; examines and qualifies such employees for assignment to regular operating duties; reinstructs regular operating personnel on transit equipment; prepares instruction reports; and performs related duties as required.

Requires responsibility for: interpreting and enforcing rules, regulations, policies and procedures related to the safe, economical and efficient operation of transit equipment; preparation of routine reports on instruction progress; regular contacts with supervisory employees of the operating divisions in assigning new trainees to the proper type of equipment; and the general public on transit operational activities.

EXAMPLES OF DUTIES:

1. Instructs students, motormen and gripmen in operation of street cars, trolley coaches, gas and diesel busses and cable cars; assigns students to line operators in division for special operating instructions; instructs conductors in the handling of fares, passengers and other related duties.

2. Instructs on accident procedures, routes, emergency repairs to equipment, time tables and public relations; gives classroom instructions to new operating personnel; gives audiometer, visual and complex reaction tests on coach equipped with testing apparatus; observes and reports on progress of student operators while being trained.

3. Reinstructs personnel on operations of various types of transit equipment; checks operators on whom various complaints have been received; prepares reports thereon; instructs on rules, regulations and traffic loads; instructs dispatchers as to proper assignments of new trainees; gives specialized instruction to inspectors on transit equipment.

4. Interviews operators on accidents; assists them in reporting accidents; checks for accident hazards, checks equipment in terminals for safe operation; checks with maintenance department on equipment failures.

5. Instructs in special operating rules for cable cars; prepares instruction and assignment reports; checks grips and instructs on operation and switching of cable cars.

6. Performs special duty at terminals to expedite service.

7. Keeps time of assistant instructors and students.

8. Attends monthly meetings for special instructors conducted by the bureau of personnel and safety.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible experience in transit operation, field inspection, or control activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: San Francisco traffic code; operating rules and regulations; good knowledge of: transit lines, schedules and transit equipment; modern training methods; safety equipment and its application to specific hazardous conditions; modern transit safety training practices and techniques; basic mechanical aptitude.

Requires ability to: interpret and explain transit operational safety and training rules and regulations; teach and supervise others in transit operation; deal tactfully, courteously and effectively with other employees and the general public; exercise initiative and good judgment in instruction and training techniques for operating personnel.

License: Requires possession of a valid state chauffeur's license.

PROMOTIVE LINES:

To: Operational and Safety Training Supervisor

From: Transit Control Dispatcher
Transit Service Inspector
Night Transit Dispatcher

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

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CLASS TITLE: SENIOR TRANSIT OPERATING INSTRUCTOR CODE: 9171

CHARACTERISTICS OF THE CLASS:

Under direction, supervises the training and assignment of transit operating instructors; assists in the coordination and direction of training program for instructors and operators; reviews and prepares summaries of divisional accident reports; conducts special accident interviews with transit vehicle operators; reviews personal and accident records of operators and submits reports and recommendations thereon; as assigned, attends a variety of meetings regarding safety and training matters; and performs related duties as required.

Requires responsibility for: supervising, training and assigning instructors in transit vehicle operation; interpreting and enforcing rules, regulations, policies and procedures relative to the safe, economical and efficient operation of transit vehicle equipment; regular contact with supervisory personnel and others for the purpose of reviewing the work of transit vehicle operators; preparing a variety of records and reports, including those requiring recommendations, on the performance of operators; explaining transit vehicle operation activities to departmental personnel, other governmental and transit representatives, and the general public.

EXAMPLES OF DUTIES:

1. Supervises the training of transit operating instructors; assigns duties and work schedules for instructors; supervises the preparation of the daily time-roll for subordinate personnel; assists in the supervision of the training program for instructors and transit vehicle operation; explains training techniques and psycho-physical tests; reviews and records daily reports from division instructors; periodically reviews the training program and makes recommendations on modifications when indicated.

2. Reviews and summarizes the daily accident synopsis reports submitted by each division; prepares related memoranda and reports with recommendations when indicated.

3. Assists applicants for transit vehicle operator positions; reviews qualifications and advises if civil service minimum qualifications are met; explains civil service procedures concerning application, examination and certification; refers applicants to appropriate offices to complete the hiring process; completes required forms in order that operator may obtain a new vehicle license; assigns new operators to a division for training.

4. Interviews transit vehicle operators who are accident prone; reviews and discusses personal and accident records with operators; counsels operators in courses, methods and techniques of corrective driving patterns; submits reports and recommendations when indicated to superiors.

5. Maintains reports of operators in the training program; discusses difficult training problems with division instructors; keeps records of operators who have completed training and of related follow-up reports.

6. Secures uniform requisitions and issues instructions to new employees on procedures for obtaining uniforms; monitors dates of operators whose driving licenses are soon to expire and determines that licenses are renewed; arranges appointments for biennial physical examination in cooperation with the Civil Service Medical Examination office.

7. Reviews personal and accident records of operators who are being considered for Muni Man of the Month Award; reviews accident records and claims file to determine if operators qualify for Safe Driving Awards; reviews records and claims files of operators who wish to appear before the Accident Appeals Board.

8. As assigned, attends Interdepartmental Staff Committee on Traffic and Transportation Meetings; Accident Appeals Board Meetings; Central Safety Committee meetings; conducts the Transit Operating Instructors meetings; in the absence of the Safety and Training Supervisor, attends required meetings.

CLASS TITLE: SENIOR TRANSIT OPERATING INSTRUCTOR CODE: 9171

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, plus at least two years of experience as a Transit Operating Instructor, supplemented by courses in safety and supervision; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: San Francisco traffic code, California Vehicle Code, operating rules and regulations, instruction manual, transit lines schedules and transit equipment, modern training methods; safety equipment and its application to specific hazardous conditions; modern safety training practices and techniques.

Requires ability to: Supervise a transit vehicle operator training program; interpret and explain transit operational safety and training rules and regulations; supervise transit operating instructors in the methods and procedures of teaching transit vehicle operation; deal tactfully, courteously and effectively with other employees and the general public; exercise initiative and good judgment in instructing and training techniques for operating personnel; prepare a variety of important records and reports concerning training program activities and transit vehicle operator driving accident records; plans, assigns and supervises the work of others.

License: Requires possession of a valid State of California Operator's License.

PROMOTIVE LINES:

To : 9172 Safety and Training Supervisor, Public Utilities Commission

From: 9170 Transit Operating Instructor

Adopted: 12/14/70

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SAFETY AND TRAINING SUPERVISOR,
PUBLIC UTILITIES COMMISSION CODE: 9172

CHARACTERISTICS OF THE CLASS:

Under general direction, has responsibility for directing an operational safety training program for the municipal transit system; performs responsible safety and training work in connection therewith; assists in developing safety and training programs for other departments of the Public Utilities Commission, and works with management and operating personnel in implementing such programs; and performs related duties as required.

Requires responsibility for: co-ordinating, enforcing and assisting in developing policy methods and procedures relating to a modern operational safety training program for municipal transit operating personnel and other employees of the Public Utilities Commission; regular important contacts with operating personnel and other employees on safety training programs and activities; preparing and reviewing important operational and activity records and reports related to the safety training program.

EXAMPLES OF DUTIES:

1. Supervises the operational training and safety programs for the municipal transit system by assigning duties, setting work schedules, and interpreting rules and regulations to instructors; supervises the training program for instructors in transit operations, training techniques and psychophysical tests; reviews instructor reports and supervises the preparation of daily timerolls thereon.

2. Supervises the processing and assignments of new operating personnel to classroom, medical examinations, psychophysical tests, driving tests, and other phases of transit vehicle operation; assigns and reassigns permanent operating employees to specific types of transit equipment.

3. Prepares studies of high accident locations on all lines; inspects terminals, roadways, and sidewalks for unsafe conditions; analyzes accidents to determine responsibility; prepares reports and recommendations thereon and takes corrective action.

4. Plans, develops, and revises the established training programs and assists in developing expanded safety training programs; checks divisions periodically to insure continuity thereof.

5. Receives daily accident reports and assigns instructors to train personnel as required; interviews accident prone operators and counsels them regarding special precautionary measures.

6. Reviews applications for operating personnel employment after initial interview and conducts exit interviews; makes recommendations thereon to Director, Bureau of Personnel and Safety.

7. Prepares and submits weekly and annual reports to Director, Bureau of Personnel and Safety, on training data, on monthly lost time industrial accident cases and other specialized safety training problems.

8. When directed, represents Bureau of Personnel and Safety at such meetings as Central Safety Committee, Interdepartmental Staff Committee on Traffic and Transportation, and Junior Chamber of Commerce Safety Meeting.

CLASS TITLE: SAFETY AND TRAINING SUPERVISOR,
PUBLIC UTILITIES COMMISSION (Continued) CODE: 9172

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in personnel administration, business administration, economics, political science, psychology, public administration or related fields.

Requires at least six years of progressively responsible transit operation, safety and training experience, including two years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern transit safety training practices and techniques; modern training and instructional methods; San Francisco traffic code; operating rules and regulations; transit lines, schedules, and equipment; safety equipment and its application to specific hazardous conditions.

Requires considerable ability to: initiate and carry out a comprehensive operational training and safety program; analyze and resolve practical safety and operational training problems, work effectively with employees and the general public; prepare and review a variety of important operational reports and instructions; plan, assign and supervise the work of others.

PROMOTIVE LINES:

To: 1234 Senior Personnel Examiner
1254 Senior Personnel Analyst
9182 Transportation Assistant Superintendent

From: 1232 Personnel Examiner
1252 Personnel Analyst
9170 Transit Operating Instructor

AMENDED: 1/13/66

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS SAFETY INSPECTOR CODE: 9173

CHARACTERISTICS OF THE CLASS:

Under direction, assists Municipal Railway management in a variety of activities relating to the development and implementation of an effective Systems Safety program; participates in safety audits, incident and accident investigations, and hazard identification; assists in the compilation and analyses of accident and safety data; develops systems safety rules and procedures; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions allocated to the Systems Safety Inspector classification function at the professional level in the Systems Safety series. This series is distinguished from other specialized safety classifications by its primary emphasis on transportation systems safety. This safety specialty relates to the various transit operations concerning patron movement and safety.

EXAMPLES OF DUTIES:

1. Prepares and maintains rules and procedures to insure maximum safety for transit system patrons and employees.
2. Assists in the monitoring, analyses and evaluation of transit system operations and procedures to maximize safe conditions; inspects a variety of transit system facilities as they impact on system safety; participates in the identification and analyses of hazards; implements corrective action as required.
3. As assigned, cooperates with technical personnel in the correction and improvement of faulty systems; assists in reviewing specifications for design, construction and alteration of structures, rolling stock and equipment.
4. Assists in the preparation of a comprehensive system safety plan; plans and conducts training sessions; assists in organizing and coordinating emergency exercises as required.
5. As assigned, conducts accident and incident investigations; develops and recommends remedial action; assists in follow-up implementation.
6. Compiles, maintains and analyzes data related to system safety and quality assurance.
7. As assigned, prepares and writes periodic reports to advise management of critical safety conditions; inspects emergency/disaster plan for compatability and completeness; assists in developing and conducting emergency drills; inspects shops and shop personnel for compliance with safety procedures.
8. As assigned, supervises subordinate personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an AA Degree in industrial safety, transportation or an engineering discipline supplemented by two years of transit operations experience above the entry level with at least one year of experience in systems safety with a transit system; additional experience in transit system operations above the entry level may be substituted on a year for year basis for the AA Degree requirement or an equivalent combination of training and experience.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SYSTEMS SAFETY INSPECTOR **JOB CODE: 9173**
Business Unit: MTA

Definition: Under direction, assists Municipal Railway management in a wide variety of activities relating to the development and implementation of an effective systems safety program.

Distinguishing Features: Positions allocated to the Systems Safety Inspector job code function at the professional level in the Systems Safety area. This code is distinguished from other specialized safety codes by its primary emphasis on transportation systems safety including various transit operations concerning patron movement and safety.

Supervision Exercised:: May supervise employees in subordinate professional and clerical classes.

Examples of Important and Essential duties:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties and are not intended to be an inclusive list.

1. Ensures systemwide compliance of Municipal Railway with local, state and federal regulations and industry standards of safety; performs safety audits for operational and maintenance divisions of municipal railway by inspecting work areas, work procedures and equipment to detect unsafe or unhealthy working conditions.
2. Compiles, audits and analyzes safety statistics and reports on system performance to evaluate the adequacy of the existing procedures; recommends and monitors corrective action.
3. Monitors, investigates and reports on procedures, significant accidents/incidents and conditions throughout the system; conducts accident investigations; recommends corrective action; prepares reports for review and approval by external agencies such as the California Public Utilities Commission.
4. Assists in the negotiation of safety policies with local, state and federal agencies to develop uniform policies and procedures among all external agencies and promote coordination during emergencies.
5. Develops contingency plans, conducts and implements emergency drills in coordination with other city and outside agencies; and develops safety education programs for the Department.
6. Assists in training departmental employees and employees from other agencies in new and existing procedures.
7. Identifies hazards in the use of equipment, procedures, systems and personnel; provides recommendations to mitigate these hazards in order to improve the safety.

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8 Prepares written reports of findings, recommendations for corrective action audits and related correspondence to divisions and managers.

9. Performs related duties and responsibilities as assigned.

Job Related and Essential qualifications:

Knowledge of: all aspects of a transit agency's operations, including procedures, rules and regulations governing such agency; methods, standards, programs and current developments concerning system safety in a transit agency; and methods to carry out effective investigations of incidents, accidents and systemic problems.

Ability to: compile and analyze complex incident reports, data, graphs, statistics and fault tree analyses; communicate effectively with all levels of management and employees, negotiate with various agencies, and to present complex technical information effectively; prepare letters, memos in a clear, concise and effective manner, effectively draft policies and prepare reports to advise management on safety issues.

Experience and Training Guidelines:

1. Four (4) years of verifiable experience in an operating or claims division of a transit agency, of which two (2) years must have been reviewing and/or conducting safety audits, compliance audits, accident investigations, and/or developing and implementing safety programs; OR
2. Possession of a bachelor's degree from an accredited college or university with a major in safety engineering, industrial safety or a related field and two (2) years of experience in an agency overseeing a transit agency's safety program.

License or Certificate: Possession of a valid driver license.

Effective date: 12/15/80

Amended date: 2/16/01

Reason for Amendment:
To accurately reflect the current tasks, knowledge, skills and abilities defined in the mot recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)
CLASS TITLE: SECURITY CHIEF, MUNICIPAL RAILWAY CODE: 9174

CHARACTERISTICS OF THE CLASS:

Under direction, plans, supervises and coordinates the security program for the San Francisco Municipal Railway; develops and conducts a continuing training program for transit security personnel; coordinates security activities with public and private law enforcement agencies; and performs related duties as required.

Requires responsibility for: interpreting and enforcing laws, rules, policies and procedures governing the security activities of the San Francisco Municipal Railway; making regular contacts with transit operating officials, platform personnel, representatives of law enforcement agencies and the general public relative to security matters; submitting reports and recommendations regarding security matters.

EXAMPLES OF DUTIES:

1. Plans, supervises and coordinates the security operations of the San Francisco Municipal Railway; enforces Public Utilities Commission and railway management rules, policies and procedures; coordinates law enforcement operations with the San Francisco Police Department and outside security agencies.
2. Conducts investigations of damage, theft or loss of property, funds or equipment of the Municipal Railway.
3. Conducts investigations of complaints made by management officials employees, the public and others regarding security operations of the Municipal Railway; recommends remedial action when appropriate.
4. Develops and supervises a continuing training program for security personnel; discusses training courses, methods and techniques with the San Francisco Police Department and other law enforcement agencies.
5. Reviews the operation of the transit security activities and submits reports and recommendations for improvement; makes recommendations for revisions to laws, rules, regulations, policies and procedures governing transit security activities.
6. Represents the Municipal Railway transit system management in meetings with various organizations, associations, governmental agencies and other groups concerned with law enforcement and security activities.
7. Acts as witness in court proceedings; gives testimony at other hearings and trials, both formal and informal, when acts or practices affecting the security of the transit system are involved.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of law enforcement or security experience, including at least two years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of modern principles and techniques of law enforcement, particularly as applied to transit security.

Requires ability to: exercise initiative and sound judgment; carry out management policy concerning security matters; deal courteously and effectively with management, employees, other City departments, representatives of governmental agencies and the general public.

CLASS TITLE: SECURITY CHIEF, MUNICIPAL RAILWAY CODE: 9174

MINIMUM QUALIFICATIONS (Cont'd):

Requires skill and training in the use of firearms.

License: Requires a valid California Driver's License

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original Entrance Examination

Adopted: May 25, 1973

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL TRANSPORTATION SCHEDULER CODE: 9176

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs technical duties in the preparation, analysis and revision of bus operating schedules for the San Francisco Unified School District; assists in the supervision of pupil transportation services; and performs related duties as required.

DISTINGUISHING FEATURES:

The School Transportation Scheduler is responsible for: carrying out and explaining the School District's policy, methods and procedures relative to the development and monitoring of school bus schedules; regular contact with the personnel of various school departments, bus contractor and drivers, and parents; assisting in the compilation of statistics for reports and records. Nature of the work requires continuous close attention for accurate results.

EXAMPLES OF DUTIES:

1. In cooperation with other schedulers, develops all school bus routes and schedules for the School District, working from computer data provided by the Office of Integration.

2. Prepares the following for the Bus Contractor: description of routes, maps, schedule of stops and running time, number and size of vehicles required.

3. Performs or supervises dry runs prior to the opening of school to evaluate the route, to determine the safety and desirability of bus stop locations; during the school year for change of routes.

4. Monitors transportation service throughout the year, analyzing problems, investigating complaints, initiating changes to resolve difficulties or to maximize vehicle utilization.

5. Compares Bus Contractor's charges with Transportation Office records of vehicles and time to ensure proper payment for service.

6. Acts a liaison between Transportation Office and the Bus Contractor's manager, field supervisors, dispatchers, drivers; various District Offices, parents and the general public.

7. Responds to emergencies, e.g. accidents, lost children, equipment failure or breakdown.

8. Assists in surveys and studies; assists in compilation of statistics and data for various reports.

CLASS TITLE: SCHOOL TRANSPORTATION SCHEDULER CODE: 9176

MINIMUM REQUIREMENTS:

Completion of high school.

Two years experience in transportation: Scheduling, dispatching, bus driving or related experience; or an equivalent combination of training and experience.

KNOWLEDGES, ABILITIES AND SKILLS:

Requires a general knowledge of: San Francisco streets and road conditions; rules, regulations and policies of the San Francisco Unified School District, California Motor Vehicle Code, California Education Code and the San Francisco Unified School District ordinances affecting pupil transportation operations.

Requires the ability to: translate statistics into efficient scheduling plans; coordinate the pupil transportation needs and vehicular services; maintain courteous and effective relations with school administrator, bus contractor personnel, parents and the general public; prepare clear, concise reports.

Licenses: Requires possession of a valid California Driver's License.

PROMOTIVE LINES:

TO: 9178 School Transportation Supervisor

FROM: Original Entrance Examination

NEW CLASS

ADOPTED: 1/5/76

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF SYSTEM SAFETY CODE: 9177

CHARACTERISTICS OF THE CLASS:

Under general direction, performs difficult and responsible work in planning, developing, implementing, and monitoring a comprehensive system safety program for the Municipal Railway and the Muni Metro system; identifies and analyzes hazards; conducts accident and incident investigations; develops and maintains a system of rules and procedures for operational safety; compiles and analyzes accident safety data; directs and conducts system safety tests for various transit modes; supervises subordinate staff engaged in such work; performs related duties as required.

DISTINGUISHING FEATURES:

This single position class is responsible for coordinating all systems safety and assurance activities for the Municipal Railway and reports directly to the General Manager. The lower class of Systems Safety Inspector performs journey level duties in the systems safety field and does not have the same overall responsibility for the systems safety program as the Director.

EXAMPLES OF DUTIES:

1. Directs and participates in the development and maintenance of a comprehensive system of rules and procedures including safety manuals to insure maximum safety for patrons and employees of the Municipal Railway.
2. Monitors, analyzes, and evaluates transit system operations and procedures to maximize safe conditions; identifies and analyzes hazards, prepares recommendations to eliminate and/or reduce hazards, coordinates implementation of improvements.
3. Works with engineering and/or other technical personnel to correct and improve faulty systems; reviews plans and specifications for the design, construction and alteration of structures, rolling stock and equipment; directs the inspection of fire warning and enunciation systems, metro smoke ventilation system, escalators and elevators, platform conditions, public and operational signs and communication systems.
4. Develops and updates emergency plans and a comprehensive System Safety Plan; conducts training sessions and emergency exercises for employees; coordinates emergency exercises with other agencies and organizations.
5. Directs and participates in accident and incident investigations; develops and recommends remedies; conducts follow up audits to assure implementation.
6. Establishes systems to record, compile, and analyze safety/accident data and quality assurance of operations and procedures.
7. Prepares periodic reports to advise management of critical safety conditions; may be required to coordinate safety methods and procedures with relevant federal, state, and local agencies.
8. Supervises the Municipal Railway's systems safety staff.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate in engineering, industrial safety, transportation or a closely related field.

Requires six years of progressively responsible experience in transportation operations, including at least three years in system safety and at least two years of supervisory experience; additional experience in transit system operations above the entry level may be substituted on a year for year basis for the baccalaureate degree requirement or an equivalent combination of training and experience.

CLASS TITLE: DIRECTOR OF SYSTEM SAFETY CODE: 9177

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles, methods and procedures of transit system operations including both rail and trackless trolley and/or motor coach modes; transit systems safety methods and procedures including Urban Mass Transportation Administration safety guidelines, signal system operation and use of safety equipment. A working knowledge of California Vehicle Code as it applies to transit system operations is considered highly desirable.

Requires skill and ability to: develop and maintain a comprehensive safety system program; monitor, analyze, evaluate and make recommendations to improve and maintain safety in a surface and underground transit systems; prepare clear and accurate reports; work with engineering and/or other technical personnel; deal tactfully and effectively with division heads, representatives of outside agencies and the general public.

License: Requires possession of a valid Class III California driver's license.

NEW CLASS

ADOPTED: 12-15-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SCHOOL TRANSPORTATION SUPERVISOR CODE: 9178

CHARACTERISTICS OF THE CLASS:

Under general direction, coordinates and supervises pupil transportation for the San Francisco Unified School District; assists the administration in the establishment of policies and procedures pertaining to pupil transportation; prepares the transportation budget in cooperation with the Fiscal Division; and performs related duties as required.

Requires responsibility for: Coordinating and executing policies, procedures and methods related to pupil transportation; recommending and developing new policies and methods to improve service; regular contacts with bus contractors, school administrators, parent and community groups; and the preparation and review of important operational reports.

EXAMPLES OF DUTIES:

1. Establishes routes, time schedules, and pick-up points and prepares and distributes the necessary directions, manuals and other related information.
2. Supervises the daily student transportation function; assigns students to buses; makes route and time changes; and maintains transportation records as required.
3. Receives and processes all field trip transportation requests and establishes contracts necessary to carry out the needs of curricular programs.
4. Maintains liaison with bus contractors providing transportation services for the District.
5. Organizes and participates in committee meetings to promote and evaluate pupil and field trip transportation.
6. Develops good community relations by maintaining close contact with administrators, parents and community groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in business administration, economics, or a related field; finance and/or fleet management.

Requires at least five years of progressively responsible experience in school business management with responsibility for transportation activities, or in motor vehicle fleet management, including two years in a supervisory or administrative capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Sections of the California Education Code; City and County ordinances, rules, regulations and policies of the San Francisco Unified School District pertaining to pupil transportation and the ability to interpret them as they apply to specific situations; the principles of pupil transportation and dispatching; general safety regulations and techniques; and motor vehicle specifications, types and uses.

Requires considerable ability to: Supervise a large transportation activity and assist in developing operating rules, regulations and procedures; prepare reports and budgets; make research studies; deal courteously, tactfully and effectively with the general public, administrators and community groups; and plan, assign and supervise the work of others.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

ADOPTED: 9/14/70

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT TRANSPORTATION DIVISION SUPERINTENDENT CODE: 9179

CHARACTERISTICS OF THE CLASS:

Under direction, directs or assists in directing the operation of transit equipment from an assigned transportation division at night or weekends; exercises general direction and supervision over employees engaged in operating activities and related services; and performs related duties as required.

Requires responsibility for: assists in, coordinating and enforcing policy, procedures, rules and regulations governing the operation of transportation equipment on a divisional and/or shift basis and assists in establishing procedure and policy for general transit operating activities; preventing considerable loss through proper supervision of the operation and use of transit equipment and facilities; regular contacts with the general public, persons in other departments, and outside organizations for the purpose of furnishing or obtaining information or explaining procedures and regulations relative to the operation of transit equipment; checking, analyzing and reviewing operational and related reports.

EXAMPLES OF DUTIES:

1. Directs and supervises transportation service in a division of the Municipal Transit System, either assisting the superintendent on a regular shift or alone on a weekend or night shift; supervises transit equipment operators, dispatchers and clerical assistants and other personnel.

2. Controls all scheduled equipment entering the various lines and routes in the division supervised.

3. Directs and supervises the operation of a division in emergencies, at special events or in the absence of the division superintendent.

4. Reviews and evaluates reports submitted by inspectors, operators and dispatchers; reviews investigations and answers complaints; writes disciplinary reports.

5. Interviews personnel for violation of existing rules, and takes necessary steps to correct the same; interviews operators who are involved in accidents to determine whether the accident was avoidable; makes investigations and conducts disciplinary hearings in accordance with established grievance procedures.

6. Coordinates with the Division Superintendent regarding equipment and supplies, applications for leaves, special duty assignments, filling scheduled service, adjustment of schedules, excessive expenses due to operating conditions, etc.

7. Responds to requests for information, action or control, complaints, protests, reports of incidents, or other communications from the general public, other Sectionheads or other departments, via letter or telephone.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible experience in operations, field inspection, dispatching, accident analysis and/or schedule making activities in a large municipal transit system; or an equivalent combination of training and experience.

CLASS TITLE: ASSISTANT TRANSPORTATION DIVISION SUPERINTENDENT CODE: 9179

MINIMUM QUALIFICATIONS (Cont'd):

Knowledge, Abilities and Skills: Requires considerable knowledge of: operating policies, rules and regulations, transit lines, equipment and schedules; general transit transportation problems, organizational and management techniques.

Requires considerable ability to: make decisions on difficult operational problems, enforce management policy with respect to operating transit equipment; deal courteously, effectively and tactfully with subordinates, other employees, general public and outside agencies; prepare clear, complete and concise operational reports; enforce disciplinary action; plan, assign and supervise the work of subordinates.

PROMOTIVE LINES:

To: 9180 Transportation Division Superintendent

From: 9162 Day Transit Dispatcher
9130 Transit Schedule Maker
9152 Transit Control Assistant Chief Inspector
9155 Claims Investigator
9170 Transit Operating Instructor

ADOPTED: 5/25/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: TRANSPORTATION DIVISION SUPERINTENDENT CODE: 9180

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the operation of transit equipment from assigned transportation division; exercises general direction and supervision over employees engaged in operating activities and related services; and performs related duties as required.

Requires responsibility for: coordinating and enforcing policy, procedures, rules and regulations governing the operation of transportation equipment on a divisional basis and assists in establishing policy for general transit operating activities; preventing considerable loss through proper supervision of the operation and use of transit equipment and facilities; regular contacts with the general public, persons in other departments, outside organizations and representatives for the purpose of furnishing or obtaining information or explaining procedures and regulations relative to the operation of transit equipment; checking, analyzing and reviewing important operational and related reports.

EXAMPLES OF DUTIES:

1. Directs and supervises transportation service in one or more divisions of the municipal transit system; supervises Assistant Transportation Division Superintendent, transit equipment operators, dispatchers and clerical assistants.

2. Controls all scheduled equipment entering the various lines and routes supervised; assures that sufficient personnel are available to fulfill all scheduled service; corrects or adjusts schedules to improve service.

3. Investigates excessive expenses caused from various employment or operation conditions and takes necessary steps to prevent such expenditures.

4. Schedules extra service for special events or other emergencies.

5. Reviews, investigates and answers complaints pertaining to service and operating personnel; interviews operating personnel for violations of existing rules and takes necessary steps to correct same; interviews operators who are involved in accidents and determines whether accident was avoidable.

6. Reviews, approves or disapproves applications for leave.

7. Attends superintendent's meetings and assists in establishing general operating policy; makes recommendations concerning service improvements and the elimination of accident hazards.

8. Approves requisitions for equipment and supplies for divisions supervised.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least seven years of progressively responsible experience in operations, field inspection, dispatching and/or schedule making activities in a large municipal transit system; or an equivalent combination of training and experience.

CLASS TITLE: TRANSPORTATION DIVISION SUPERINTENDENT CODE: 9180

MINIMUM QUALIFICATIONS (Cont'd):

Knowledge Abilities and Skills: Requires considerable knowledge of: operating policies, rules and regulations, transit lines, equipment and schedules; general transit transportation problems, organizational and management techniques.

Requires considerable ability to: make decisions on difficult operational problems; enforce management policy with respect to operating transit equipment; deal courteously, effectively and tactfully with subordinates, other employees, general public and outside agencies; prepare clear, complete and concise operational reports; enforce disciplinary action; plan, assign and supervise the work of subordinates.

PROMOTIVE LINES:

To: 9182 Transportation Assistant Superintendent

From: 9179 Assistant Transportation Division Superintendent
9162 Day Transit Dispatcher
9130 Transit Schedule Maker
9152 Transit Control Assistant Chief Inspector
9155 Claims Investigator
9170 Transit Operating Instructor

ADOPTED: 5/25/73

CLASS TITLE: TRANSPORTATION DIVISION SUPERINTENDENT CODE: 9180

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the operation of transit equipment from assigned transportation division; exercises general direction and supervision over employees engaged in operating activities and related services; and performs related duties as required.

Requires responsibility for: coordinating and enforcing policy, procedures, rules and regulations governing the operation of transportation equipment on a divisional basis and assists in establishing policy for general transit operating activities; preventing considerable loss through supervising the proper operation and use of transit equipment and facilities; regular contacts with the general public, persons in other departments, outside organizations and representatives for the purpose of furnishing or obtaining information or explaining procedures and regulations relative to the operation of transit equipment; checking, analyzing and reviewing important operational and related reports.

EXAMPLES OF DUTIES:

1. Directs and supervises transportation service in one or more divisions of the municipal transit system, involving supervision over transit equipment operators, dispatchers and clerical assistants.
2. Supervises all scheduled equipment entering the various lines and routes in divisions supervised.
3. Sees that sufficient personnel is available to fulfill all scheduled service; corrects or adjusts schedules to improve service in emergencies.
4. Investigates excessive expenses caused from various employment or operation conditions and takes necessary steps to prevent such expenditures.
5. Schedules extra service for special events or other emergencies.
6. Reviews all special duty time card employees as to completed work and time entries.
7. Reviews, investigates and answers complaints pertaining to service and operating personnel; interviews operating personnel for violations of existing rules and takes necessary steps to correct same; interviews operators who are involved in accidents and determines whether accident was avoidable or unavoidable.
8. Reviews, approves or disapproves applications for leave.
9. Attends superintendent's meetings and assists in establishing general operating policy; makes recommendations concerning service improvements and the elimination of accident hazards.
10. Requisitions equipment and supplies for divisions supervised.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least seven years of progressively responsible experience in operating, field inspection, dispatching and/or schedule

making activities in a large municipal transit system; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: operating policies, rules and regulations, transit lines equipment and schedules; general transit transportation problems, organizational and management techniques.

Requires considerable ability to: make decisions on difficult operational problems; enforce management policy with respect to operating transit equipment; deal courteously, effectively and tactfully with subordinates, other employees, general public and outside agencies; prepare clear, complete and concise operational reports; enforce disciplinary action; plan, assign and supervise the work of subordinates.

PROMOTIVE LINES:

To: Transportation Assistant Superintendent

From: Day Transit Dispatcher
Transit Schedule Maker
Senior Transit Schedule Maker
Transit Control Supervisor

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: METRO OPERATIONS MANAGER CODE: 9181

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and directs the operation of the Metro Division of the Municipal Railway; maintains and controls surface and subway light rail vehicle transit service; directs Metro station operations; exercises general direction and supervision over employees engaged in operations and support activities; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a single position classification with overall management responsibility for the operation of the light rail vehicle division of the Municipal transit system. It is distinguished from other division superintendents because of the size and complexity of the assigned division which includes both subway and station activities.

EXAMPLES OF DUTIES:

1. Directs and supervises transportation service in the Metro division; supervises directly or through subordinate supervisors all employees assigned to the division; including assistant superintendents, transit equipment operators, dispatchers, station agents and clerical staff.
2. Controls all scheduled and special transit services and lines and routes supervised; schedules service for special events; monitors, evaluates and modifies planned service schedule to improve service or in response to special events or emergency situations.
3. Coordinates the operations of the Metro division with other divisions and units of the transit system and public utilities commission that impact light rail vehicle service such as equipment maintenance, line and service maintenance, signal and track maintenance, facilities maintenance, training, personnel and public relations. Serves as liaison between the Metro Division and outside agencies that interface with Metro operations such as the Bay Area Rapid Transit District, Fire Department and safety agencies.
4. Establishes divisional policies and procedures, develops safety procedures and modifications as needed.
5. Plans division budget, authorizes expenditures, analyzes operating costs and prepares recommendations to improve efficiency.
6. Reviews, investigates, and responds to complaints about Metro service or station activities; takes corrective action as needed.
7. Develops, investigates, and responds to complaints about Metro service or station activities; takes corrective action as needed.
8. Supervises divisional disciplinary matters; enforces department policy on employee performance standards, leaves and absenteeism; provides for employee training and development programs.
9. Prepares management reports as directed; attends superintendent's and other meetings; assists in establishing general operating policy, service improvements and accident reduction.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by at least seven years of progressively responsible experience in line operations in a large municipal transit system preferably with one year of experience in light rail vehicle operations; or an equivalent combination of training and experience.

CLASS TITLE: METRO OPERATIONS MANAGER CODE: 9181

MINIMUM QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Requires considerable knowledge of operating policies, rules, regulations and procedures; transit lines, equipment facilities and schedules; general transit transportation problems; subway systems operation and modern management and administrative methods.

Requires ability to make and carry out decisions on operational and administrative problems; plan for effective service delivery; responds to emergency situations; communicate effectively with subordinates, other employees, the general public, and outside agencies; enforce management policy, prepare reports; plan, assign, and supervise the work of subordinates.

PROMOTIVE LINES:

To be determined

ADOPTED: 10-2-79

CLASS TITLE: TRANSPORTATION ASSISTANT SUPERINTENDENT CODE: 9182

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in directing and supervising all transportation division activities of the municipal transit system in maintaining proper standards of service on transit equipment; makes recommendations on new operating rules, regulations and procedures; makes special investigations on transportation and related matters; and performs related duties as required.

Requires responsibility for: coordinating and enforcing existing policies, procedures, rules and regulations governing the operation of transit equipment; recommending and developing new policy and methods to improve service and safeguard equipment; regular contacts with the general public, persons in other departments, outside organizations and their representatives for the purpose of furnishing or obtaining information or explaining procedures and regulations relative to transit operations; the preparation and review of important operational reports.

EXAMPLES OF DUTIES:

1. Assists the transportation superintendent in directing and supervising, through subordinate personnel, all operating divisions of the municipal transit system.
2. Develops and scrutinizes information to be included in notices to operating personnel regarding rules, regulations and procedures and special operating requirements, regulating schedules and operating changes; maintains a complete file of all such notices and bulletins for reference and use in the preparation of accident cases.
3. Makes ground surveys for new coach routes, coach stops and terminals in cooperation with the transportation superintendent, the traffic superintendent and the director of the bureau of personnel and safety; reviews operator accidents to determine proper designation as to whether or not accident was avoidable or unavoidable.
4. Attends general manager staff and other meetings to discuss operation of transit equipment.
5. Visits complainants involved in accidents or complaints against operating personnel to discuss the circumstances of the complaint or accident.
6. Reviews accident and disciplinary report summaries; discusses circumstances of rule violations or accidents and makes recommendation to the superintendent when disciplinary action is warranted.
7. Meets with contractors, or their representatives, regarding the temporary relocation of coach stops as a safety precaution to prevent accidents at building construction or street excavation sites.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by eight years of progressively responsible experience in operating, field inspection, dispatching, schedule making or related activities in a large municipal transit system; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: general transit transporation problems; operating policies, rules, regulations and procedures; transit equipment and facilities; transit schedules; considerable knowledge of: organization and management techniques.

Requires ability to: exercise sound judgment in reaching decisions on accident liability; plan the rerouting of transit vehicles in emergencies; deal tactfully, courteously and effectively with employees and others; transmit information and instructions on transit procedure changes; prepare clear and concise reports and recommendations on involved transportation problems.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Transportation Superintendent

From: Transporation Division Superintendent

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: DEPUTY GENERAL MANAGER, ENGINEERING AND MAINTENANCE, MUNICIPAL RAILWAY CODE: 9183

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the General Manager, Municipal Railway, in planning for the maintenance of transit equipment, ways, physical plant and other structures; studies and plans for the most efficient future maintenance organization as required by changing operational structure of the system; plans for and anticipates the need for maintenance, equipment and facilities; performs related duties as required.

DISTINGUISHING FEATURES:

The Deputy General Manager, Engineering and Maintenance reports to the General Manager, Municipal Railway. The incumbent of this position is responsible for administering and coordinating a large staff of professional, skilled and unskilled employees responsible for the day to day and future maintenance of the Municipal Railway. The planning, recommendation and implementation of engineering improvement projects that would affect the future needs of the transit system is also a major responsibility of the Deputy General Manager, Engineering and Maintenance.

EXAMPLES OF DUTIES:

1. Assists the General Manager in the direction, coordination and planning of the engineering maintenance activities of the transit system; investigates new and improved maintenance systems and concepts and reports and recommends on their implementation.
2. Evaluates, recommends on, and implements engineering improvement projects, land-use studies, architectural design of facilities, shops, ways and structures; estimates and plans future needs in the best interests of the Municipal Railway.

3. Confers with subordinates relative to the formulation and execution of policy and procedures; provides coordination of maintenance activities with other operating and auxiliary units of the transit system.
4. Participates in annual budget preparation with respect to maintenance needs for materials, equipment and personnel.
5. Estimates future needs of the transit system with respect to structures, ways and equipment in coordination with planners, operating section heads, and others in order to maximize efficiency of maintenance operations.
6. Represents the transit system before groups of citizens, the business community, legislative bodies and other groups on matters related to the physical development of the system.
7. Conducts an ongoing program of evaluation of the transit system's maintenance activities; reviews work program and makes recommendations for improvements.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college course with a baccalaureate degeee in engineering, transportation or business administration, or a closely related field.

CLASS TITLE: DEPUTY GENERAL MANAGER, ENGINEERING AND MAINTENANCE, MUNICIPAL RAILWAY CODE: 9183

MINIMUM QUALIFICATIONS (Continued)

Requires 10 years of progressively responsible experience in the transit industry or closely related field including at least 4 years of experience in an administrative position involving high level responsiblity for transit engineering or equipment maintenance; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: railway and transit engineering, rail and transit problems including electrical, gasoline and diesel and track equipment problems; administrative and financial knowledge of governmental rules and regulations affecting urban and regional mass transit; urban mass transit planning and trends; a good general knowledge of personnel management.

Requires ability to: plan, coordinate and direct the work of subordinates; new employment policies, procedures and improvements; deal tactfully and effectively with government officials, representatives of outside groups and interests, the general public and others at all levels of government or business activities; prepare clear, concise and comprehensive technical reports.

PROMOTIVE LINES:

To: To be determined

From: Original entrance examination

ADOPTED: 3-15-78

AMENDED: 7-6-78

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: DEPUTY GENERAL MANAGER, PUBLIC TRANSPORTATION DEPARTMENT **CODE: 9184**

DEFINITION: Subject to administrative approval of the General Manager, Public Transportation Department, is responsible for the overall direction and administration of a large and complex division of the Department. Incumbents are responsible for enacting the policies and procedures of the Public Transportation Department, and local, state and federal laws and regulations governing public transportation; planning, directing, coordinating and evaluating the activities and operations of their assigned division; developing and implementing new programs as needed; and performing related duties as required.

DISTINGUISHING FEATURES: Incumbents in Class 9184 Deputy General Manager, Public Transportation Department, report directly to the General Manager. This class is distinguished by its responsibility for administering, within broad administrative guidelines, a large and complex division consisting of multiple sections and areas of responsibility.

SUPERVISION EXERCISED: Positions in this class supervise management and professional staff and manage additional staff through subordinate managers and supervisors.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class(es) and are not intended to be an inclusive list.

1. Plans, directs and evaluates all functions of one of the Department's major divisions; consults with subordinate managers regarding activities and operations of their units; manages and administers, through subordinates, all line and staff functions and activities; coordinates division programs and priorities; prepares or supervises the preparation of technical reports and complex correspondence relative to assigned functions.

2. Identifies and analyzes departmental policy issues, priorities, goals and community concerns relative to assigned division and makes recommendations to the General Manager; assists in the development, preparation and modification of short- and long-range departmental plans, programs, guidelines and strategies; develops and directs the implementation of policies, procedures, rules and work standards for assigned area of responsibility; reviews and updates policies, practices, procedures for consistency with governmental regulations and departmental objectives; provides ongoing policy and administrative advice and assistance to the General Manager.

3. Confers and negotiates with local, regional, state and federal agencies regarding regulations, legislation, policies and fund programming affecting the assigned division; maintains good working relationships with policy-making representatives of City and other governmental and regulatory agencies; confers and negotiates with City administrative officials, City Attorney, public representatives, and others regarding issues of assigned division.

4. Represents the Department and the General Manager before legislative bodies, administrative officials, public agencies, community groups, labor organizations, technical and transportation industry organizations, and the general public regarding transit system services and activities; attends meetings of and makes presentations to the Public Transportation Commission, the Mayor, other boards and commissions and legislative bodies; oversees community relations programs and activities.

5. Plans, organizes, assigns and evaluates the work of subordinate management and professional staff; provides guidance for subordinate managers and administrative staff; oversees and approves evaluations for other division employees.

6. Develops, recommends for approval and administers division budget; directs and monitors expenditures in accordance with the approved budget; assists in the determination of departmental resource allocation and levels of service.

7. Directs the specific functions of assigned division, including but not limited to: departmental financial management, accounting and budgeting activities; the department's capital improvement program; departmental human resources/labor relations functions; departmental administrative and planning functions; or other functions assigned by the General Manager.

8. Performs related duties and responsibilities as assigned.

DESIRABLE QUALIFICATIONS:

Knowledge of: operation and methods of managing assigned division IS functions; principles and practices of public administration and financial management; organizational and management principles and practices; supervision, training and performance management; principles and practices of labor relations; federal, state, and local rules and regulations pertaining to activities and functions of assigned division.

Ability to: coordinate and direct the work of subordinate managers engaged in diverse activities; deal effectively, tactfully and courteously with government officials and high-level representatives of federal, state, and local agencies; establish and maintain effective working relationships with officials, subordinate staff, directors and members of other departments, civic organizations, agencies and the public; plan, coordinate and direct the work of a diverse subordinate workforce; perform and oversee complex and difficult negotiations in connection with assigned division; exercise administrative ingenuity, independent analysis, adaptability and judgment on highly specialized proposals and negotiations, and make recommendations and present them effectively to the General Manager.

EXPERIENCE AND TRAINING GUIDELINES: Any equivalent combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience: Ten years of progressively responsible administrative and management experience in area pertinent to assigned division.

Training: Baccalaureate degree from an accredited school or university in major related to assigned function.

NOTE: This class is exempt from Civil Service appointment under Section 10.104 of the City Charter.

EFFECTIVE: 6/18/99

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JUL 30 1999

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SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: DEPUTY GENERAL MANAGER - OPERATIONS AND ADMINISTRATION, MUNICIPAL TRANSIT SYSTEM CODE: 9185

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the General Manager, Municipal Transit System, in the administration and coordination of operating functions of the Municipal Railway; directs, through subordinates, activities relating to the efficient use of transit operating personnel and equipment; assists in the coordination and direction of public services, personnel, fiscal and claims administration; reviews Railway operating policies and procedures and makes recommendations on improvements in these areas; and performs related duties as required.

Requires major responsibility for assisting in the development of Railway operating policies and procedures and for interpreting, coordinating and enforcing policies, methods and procedures relating to Railway operational and support activities; making responsible contacts with representatives of outside interests; governmental agencies and others and for representing the Municipal Transit System before legislative bodies, community interest groups or others; directing through subordinates the preparation and maintenance of a wide variety of operational records and reports.

EXAMPLES OF DUTIES:

1. Assists the general manager in directing, coordinating and reviewing the operational activities and subsidiary functions of the San Francisco Municipal Transit System.

2. Evaluates, recommends and implements operational improvement projects, equipment use studies, routes, schedules, economy of operation, public service projects, and future needs in operational activities for the best interests of the City and County of San Francisco, and the Municipal Transit System.

3. Confers with subordinates relative to formulating and adhering to policies and improvements; confers and coordinates with railway section heads, the general manager, and government officials on railway operational projects.

4. Participates in and directs the preparation of the annual budget in cooperation with those under his jurisdiction and with those with whom he coordinates for supplies and personnel; controls expenditures as noted in the budget.

5. On the basis of studies conducted regarding the usage of the transit system by the public and other controlling factors, plans for future transit operation in order to provide for most efficient future transit services.

6. Appears before groups of interested citizens, business agents, committees, etc., as assigned to represent the Municipal Railway on questions of operational methods, policies, and proposals.

7. Makes periodic field checks and reviews work programs, relative to improvement of operations. Prepares reports and recommendations.

CLASS TITLE: DEPUTY GENERAL MANAGER - OPERATIONS AND ADMINISTRATION, MUNICIPAL TRANSIT SYSTEM CODE: 9185

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in business administration, transportation or a related major in public transit scheduling or accounting in the transportation field.

Requires 10 years of progressively responsible experience in the transportation industry or closely related field in positions which include responsibility for the development of the operational phases of transit or transportation services, preferably involving personnel, finance and community relations or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: urban and regional mass transit problems, transit finance, schedules, claims, traffic operation, and equipment, sound management principles and practices as applied to public transit; knowledge of State and Federal rules and regulations affecting current plans to improve national transportation through the use of federal funding, budget development and personnel administration.

Requires ability to plan, coordinate and direct the work of subordinates; apply initiative, analytical ability and judgment in finding solutions to obstacles in providing efficient and adequate transit; deal tactfully and effectively with government officials, representatives of outside groups and interests, employees, the general public and others at all levels of government or business activities; prepare clear, concise and comprehensive technical operational reports.

PROMOTIVE LINES:

To: No normal line of promotion

From: Director, Bureau of Personnel and Safety
Transportation Superintendent
Original Entrance Examination

Adopted: May 21, 1973

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: GENERAL MANAGER, MUNICIPAL RAILWAY CODE: 9186

CHARACTERISTICS OF THE CLASS:

Subject to top management approval, is responsible for planning, organizing, directing and administering all functions and activities of the municipal railway and for executing orders of the Public Utilities Commission governing municipal transit policy; represents the municipal railway at meetings of legislative bodies, administrative officials, public agencies and private groups; and performs related duties as required.

Requires major responsibility for: originating, developing, coordinating and executing policies and methods affecting all units of the municipal railway; effective and economical use, operation and maintenance of all transit system equipment and properties; regular personal contact to establish and maintain public relations involving the most difficult and complex negotiations and interpretation of policies with administrative officials, legislative bodies and other groups; reviewing and approving reports of highly specialized and technical activities and drawing conclusions therefrom upon which administrative decisions can be based; exercise of exceptional administrative ingenuity, sound judgment and analysis in reaching decisions on unusually specialized and complex management problems.

EXAMPLES OF DUTIES:

1. Directs and administers all line and staff functions and activities of the municipal railway through subordinate staff personnel.
2. Directs the enforcement of rules, regulations and policies on municipal transit operational methods and procedures.
3. Confers and negotiates with administrative officials and other groups regarding the operation and use of municipal transit facilities or delegates such functions to subordinate administrative personnel; confers with consultants, architects and others and approves proposed construction, design and planning improvements.
4. Reviews, approves and coordinates division head budget recommendations before submission to the public utilities commission.
5. Confers with various city departments on fiscal and operational matters affecting the municipal railway.
6. Represents the municipal railway before community groups, service organizations, civic committees and technical industry organizations; conducts weekly executive staff meeting; attends meetings of the public utilities commission, the mayor, chamber of commerce, city attorney's office, other city and state departments, improvement clubs, and labor organizations.
7. Prepares or supervises the preparation of important technical and complex correspondence relative to transit system activities and operations.
8. Makes recommendations to the public utilities commission on matters affecting transit system management and operations.

CLASS TITLE: GENERAL MANAGER, MUNICIPAL RAILWAY
(continued) CODE: 9186

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from college with a degree in business administration or a related field, supplemented by at least twelve years of progressively responsible administrative and management experience in transit operations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: the operation, techniques and methods of managing a large municipal transit system; requires considerable knowledge of: the principles of organization, management and supervision; labor relations problems and public relations techniques; property management and financial transactions in connection therewith.

Requires considerable ability to: plan, coordinate and direct the work of subordinates; make complex and difficult negotiations in connection with all operations of a municipal transit system; prepare or supervise the preparation of clear, concise and comprehensive technical reports and recommendations; deal tactfully, effectively and courteously with government officials and other high level representatives of other agencies.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CABLE CAR DIVISION MANAGER CODE: 9187

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs the operation of the Cable Car Division of the Municipal Railway; maintains and controls service of cable car transit equipment and substitute transit equipment, propulsion machinery, track and appurtenances; directs through subordinates transit repair shop activities; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a single position classification with overall management responsibility for the operation and maintenance of the Cable Car System. The incumbent reports directly to the Deputy General Manager, Operations, Municipal Railway.

EXAMPLES OF DUTIES:

1. Directs, through subordinate supervisors, all employees engaged in the operations and maintenance of cable car transit equipment, propulsion system, and track and appurtenances.
2. Supervises disciplinary matters and makes recommendations to the General Manager on the action to be taken.
3. Assists in the development, advancement and recognition of subordinates through training and effective use of development programs.
4. Insures that sufficient personnel are available to fulfill all operating and maintenance needs and makes adjustments as necessary.
5. Reviews, investigates, and responds to complaints concerning cable car service.
6. Attends executive staff meetings and conducts division staff conferences.
7. Formulates rules and policies of the transit system that are particular to the Cable Car Division; and interprets personally and through subordinates, departmental rules, regulations and management policy.
8. Cooperates with the Bureau of Personnel and Instruction and the Safety Officer in the conduct of studies and investigations concerning vehicular and industrial accidents and development of safety prevention programs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school supplemented by eight years of progressively responsible experience in the line operations and maintenance of a large system with considerable exposure to electro-mechnical/wire rope-powered public transportation systems. College education may be substituted for the experience requirement on a year for year basis.

Knowledge, Abilities and Skills: Requires considerable knowledge of transit lines and schedules; maintenance methods and procedures of equipment, plant, and track systems of the cable car system; and modern management and administrative techniques.

CLASS TITLE: CABLE CAR DIVISION MANAGER CODE: 9187

MINIMUM QUALIFICATIONS: (continued)

Requires considerable ability to: Analyze, interpret and solve difficult administrative problems; review and develop important operational and budgetary reports; deal tactfully, courteously and effectively with the general public, other division heads, and representatives from other agencies and groups.

License: Requires a valid state motor vehicle operator's license.

PROMOTIVE LINES:

TO: 9184 Transportation Superintendent
9185 Deputy General Manager, Operations & Administration

FROM: 9182 Transportation Assistant Superintendent
9180 Transportation Division Superintendent
9154 Transit Control Chief Inspector

ADOPTED: 2-6-78

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRANSIT EQUIPMENT ENGINEER, MUNICIPAL RAILWAY CODE: 9188

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs difficult and responsible engineering management work in the analysis and evaluation of transit rolling stock and related equipment to be used by the Municipal Railway in connection with the improvement of Public transit; recommends and procures the best equipment in the interest of the City and County; and performs related duties as required.

DISTINGUISHING FEATURES:

The Transit Equipment Engineer, Municipal Railway reports to the Deputy General Manager, Engineering and Maintenance, Municipal Railway. This is a professional engineering position responsible for directing technical staff and consultants engaged in the design and project management of our transit system.

EXAMPLES OF DUTIES:

1. Performs evaluation studies of the Municipal Railway to determine type of rolling stock and related equipment needed; forecasts equipment needs to meet rapid transit expansion; recommends procurement of equipment; manages contracts connected with such procurement.
2. Tests and analyzes electrical systems, transmission and distribution power cables, substation and power station control equipment; tests and analyzes rolling stock including streetcar; trolley coach, motor coach, cable car and steam bus and kinetic energy wheels; inspect, design layout, specification preparation, field checking in connection with maintenance installation of electrical devices for rolling stock and power systems, makes electrical estimates.
3. Prepares or assists in the preparation of technical specifications for major rapid transit rolling stock and signal and communication equipment involving liaison with operation departments and suppliers and coordination with other mass transit systems.
4. Represents the Municipal Railway in local and regional programs involving traffic engineering and rolling stock procurement studies; participates administratively in the development of standard specifications, assists in the preparation of capital grant applications for extension or modernization programs.
5. Coordinates inspection and approval of vehicle acquisition for conformity to specifications; reviews and approves engineering drawings, specifications, project requests and status reports.
6. In the absence of the Deputy General Manager may be assigned such administrative duties and serves as the representative on engineering and maintenance matters.
7. Plans for maintenance of transit equipment, the ways, physical plant, and other structures including new subway facilities.
8. Directs Task Forces to plan and implement procedures for testing, receiving, manning, and placing into operation Light Rail Vehicles into new Metro subway-surface rail system.
9. Selects project managers, reviews and approves project plan, delineation of project activities and requests for technical representatives.

CLASS TITLE: TRANSIT EQUIPMENT ENGINEER, MUNICIPAL RAILWAY

CODE: 9188

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in mechanical, civil or electrical engineering.

Requires ten years of progressively responsible experience in mass transportation or transit engineering, planning, construction, acquisition of rolling stock, or a closely related field including two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: engineering as it pertains to rolling stock and related electrical and mechanical propulsion and control systems. Knowledge of: equipment problems encountered in other mass transportation systems; local and regional programs pertaining to mass transit, and regulations and laws governing such plans; traffic engineering and rolling stock procurement studies forecasting research methods and report-writing.

Requires ability to: plan, work and conduct tests on electrical, automotive and mechanical equipment; originate, prepare and review design specifications and cost estimates; deal with fellow workers and other people in the transit equipment and manufacturing industry; analyze and apply knowledge in making sound judgment in the procuremen of rolling stock.

LICENSE: Requires registration as a Professional Engineer in the State of California

PROMOTIVE LINES:

TO: To be determined

FROM: Original Entrance Examination

AMENDED: 3-15-78

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF PLANNING, MUNICIPAL RAILWAY CODE: 9189

CHARACTERISTICS OF THE CLASS:

Under general supervision, coordinates and directs all immediate and long range planning activities of the Municipal Railway, including but not restricted to, in-house facilities planning, Federally funded planning programs, advanced financial and manpower planning, and planning for the purchase and retirement of rolling stock and for the replacement of overhead wires, tracks and structures in an orderly manner; coordinates the preparation of the five-year plan, operating plan, and capital improvement program; coordinates Muni planning activities with those of the Department of City Planning; coordinates the release of planning information to appropriate committees of the Board of Supervisors and the Mayor's Office; and performs related duties required.

DISTINGUISHING FEATURES:

The Director of Planning, Municipal Railway reports to the General Manager, Municipal Railway and is responsible for the day to day route and service planning as well as long range planning within the Municipal Railway. The incumbent assigned to this position supervises a staff of professional transit planners engaged in mass transit planning and other planning activities relative to the operation, maintenance and improvement of an urban mass transit system.

EXAMPLES OF DUTIES:

1. Directs semi-professional, technical, and supervisory personnel engaged in various types of planning; directs the preparation and presentation of difficult and complex technical reports.
2. Reviews for final approval all planning projects for the Municipal Railway.
3. Coordinates the preparation of the capital improvement program and directs the preparation of long-term transit upgrading programs.
4. Conducts important hearings on transit changes; and addresses community, business, and planning groups to secure public support for changes in Muni Planning.
5. Presents planning programs to the Financial, Legislative and Personnel, and Streets and Transportation Committees of the Board of Supervisors, makes important presentations to the Public Utilities Commission and advises the Board of Supervisors as to the effects of Muni long range planning.
6. Makes presentations to Urban Mass Transportation Administration (UMTA) and other Federal funding sources to secure funding for all phases of planning and transit improvements; represents the Municipal Railway on regional planning boards and commissions.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with baccalaureate degree, preferably with a degree in planning, business administration or engineering. An advanced degree in these fields is desirable.

Requires at least five years of progressively responsible experience in planning and/or management and some background in transit planning.

CLASS TITLE: DIRECTOR OF PLANNING, MUNICIPAL RAILWAY

CODE: 9189

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the principles, practices, purposes, scope and techniques of all phases of capital improvement, programming and transit planning; laws and ordinances related to urban planning.

Requires the ability to: coordinate and manage a large, diffuse staff of specialists and to achieve maximum productivity therein; exercise tact and courtesy in dealing with the public.

Requires skill in: selling approved transit programs to governing bodies and the public dealing effectively with Urban Mass Transportation Administration and various other Federal funding sources; preparing clear, concise and comprehensive technical reports.

PROMOTIVE LINES:

TO: To be determined

FROM: Original Entrance Examination

ADOPTED: 3-15-78

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: PROJECT MANAGER, TRANSPORTATION STUDY CODE: 9190

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, coordinates and participates in a special Federal grant transportation project concerned with exhaust emissions and vehicle noise; serves as a representative of the Public Utilities Commission in meetings with the manufacturer, sub-contractor and various governmental officials; establishes control test methods and procedures; supervises the testing of project motor coaches; maintains important test records and data; prepares and submits special, interim and final reports; and performs related duties as required.

Requires responsibility for: Coordinating, developing and carrying out methods and procedures relative to a special Urban Mass Transportation Project concerned with exhaust emission and noice control; continuous personal contact with departmental personnel, manufacturing and subcontracting representatives and important regional, State and Federal officials; developing, maintaining and submitting important records and reports; advising and counseling the General Manager of Public Utilities and the Public Utilities Commission relative to the progress of the project and the feasibility of utilizing the device on a large scale.

EXAMPLES OF DUTIES:

1. Plans, supervises, coordinates and participates in a special Urban Mass Transportation study as defined by a Federal grant from the United States Department of Transportation; serves as project manager in the study of exhaust emissions and vehicle noise of motor coaches operated by the municipal railway; coordinates all phases of the project with the Federal Office of the Urban Mass Transportation Administration.

2. Serves in a high level liaison capacity representing the Public Utilities Commission with the manufacturer as well as regional, State and Federal officials.

3. Establishes methods and procedures in order to control test vehicle operation and maintenance, including those of a control group; determines route assignment, average load and driver variable; develops a procedure for transmitting interim test results to the Urban Mass Transportation Administration.

4. Surveys local organizations suitable for subcontracting of emission, noise and vibration tests; participates in the selection of a subcontractor and submits recommendations to the Urban Mass Transportation Administration; supervises the collection of data by the subcontractor in accord with test procedures outlined in the Federal Register.

5. Supervises the testing of project motor coaches at regular intervals to ascertain the effectiveness of the noise and pollution reduction device; determines and records the use of expendables, including fuel, oil and coolant; establishes a procedure for releasing vehicles for scheduled tests, both internal and external to the Municipal Railway.

6. Maintains important records relating to operation and maintenance of test vehicle; records maintenance costs, subdivided into basic components; keeps accurate and detailed data relative to operating conditions, including weather and route profile; collects and publishes all data; prepares and submits progress reports; prepares and submits the Technical Report, including data obtained, test procedures, types of test equipment, test conditions and related data.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a combination of education and experience equivalent to at least ten years of progressively responsible work experience utilizing analytical, investigative and research skills, including responsibility for independently completing studies and projects.

(NEW CLASS)

CLASS TITLE: PROJECT MANAGER, TRANSPORTATION STUDY CODE: 9190

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires considerable knowledge of: The principles, practices, methods and techniques of research; the concept and provisions of the Urban Mass Transportation Act, including implementing legislation; municipal transit equipment, schedules and traffic patterns; statistical methods and techniques.

Requires considerable ability to: Develop techniques and procedures for reporting and assembling a variety of important and detailed data; prepare comprehensive and concise interim and summary reports; exercise independent judgment in the analysis and solution of project problems; deal tactfully, effectively and convincingly with departmental employees, regional State and Federal officials, business representatives, private citizens and the communications media; plan, supervise and coordinate the work of individuals assigned to the project; prepare and present effective oral and written reports.

ADOPTED: May 18, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY GENERAL MANAGER OPERATIONS, MUNICIPAL RAILWAY CODE: 9191

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the General Manager, Municipal Railway in the administration and coordination of operating functions of the Municipal Railway; directs, through subordinates, activities relating to the efficient and safe use of transit operation personnel and equipment; reviews Railway operating policies and procedures and makes recommendations on improvements in these areas; and performs related duties as required.

DISTINGUISHING FEATURES:

The Deputy General Manager Operations, Municipal Railway reports to the General Manager, Municipal Railway and is responsible for directing, coordinating and reviewing the operational activities and subsidiary functions of the San Francisco Municipal Railway. The incumbent assigned to this position directs the activities of a large staff of transit and transportation specialists engaged in the operation of transit equipment and maintenance of schedules.

EXAMPLES OF DUTIES:

1. Assists the general manager in directing, coordinating and reviewing the operational activities and subsidiary functions of the San Francisco Municipal Railway.
2. Evaluates, recommends and implements operational improvement projects, equipment use studies, routes, schedules, economy of operation, public service projects, and future needs in operational activities for the best interests of the City and County of San Francisco and the Municipal Railway.
3. Directs the activities of the transit system safety training program.
4. Confers with subordinates relative to formulating and adhering to policies and improvements; confers and coordinates with railway section heads, the general manager, and government officials on railway operational projects.
5. Participates in and directs the preparation of the annual operations budget in cooperation with subordinate personnel; controls expenditures as noted in the budget.
6. Plans for future transit operation in order to provide for most efficient future transit services, on the basis of studies conducted regarding the usage of the system by the public and other controlling factors.
7. Appears before groups of interested citizens, business agents, committees, etc., as assigned to represent the Municipal Railway on questions of operational methods, policies and proposals.
8. Makes periodic field checks and reviews work programs, relative to improvement of operations; prepares reports and recommendations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires four years of academic training at the college or university level.

Requires 5 years of progressively responsible experience in the transportation industry or closely related field in positions which include responsibility for the development of the operational phases of transit or transportation services, or an equivalent combination of training and experience.

CLASS TITLE: DEPUTY GENERAL MANAGER OPERATIONS, MUNICIPAL RAILWAY

CODE: 9191

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires considerable knowledge of: urban and regional mass transit problems, transit finance, schedules, claims, traffic operation, and equipment; sound management principles and practices as applied to public transit. Requires knowledge of State and Federal rules and regulations affecting current plans to improve national transportation.

Requires ability to: plan, coordinate and direct the work of subordinates; apply initiative, analytical ability and judgment in finding solutions to obstacles in providing efficient and adequate transit; prepare clear, concise and comprehensive technical operational reports.

Requires skill in: dealing tactfully and effectively with government officials, representatives of outside groups and interests, employees, the general public and others at all levels of government or business activities.

PROMOTIVE LINES:

TO: To be determined

FROM: Original Entrance Examination
9184 Transportation Superintendent
9187 Cable Car Division Manager

ADOPTED: 3-15-78

AMENDED: 7-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: TRANSIT ENVIRONMENTAL COORDINATOR CODE: 9192

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, assists in planning and coordinating a federal grant transportation project concerned with the capital improvement program of the San Francisco Municipal Railway; serves as a representative of the Program Manager of the San Francisco Municipal Railway Transit Improvement Program and other departmental officials in disseminating information concerning the aims and purposes of the program; complies with the requirements of the federal Department of Transportation; observes, analyzes and reports on the socio-economic and environmental impact of the program on the community; and performs related duties as required.

Requires responsibility for: Coordinating, developing and carrying out methods to investigate and analyze the impact of the program upon the environment and general welfare of the community; continuous personal contact with representatives of public and civic organizations, city, state and federal officials and others in developing and coordinating program activities; advising and counseling the General Manager of the Municipal Railway and the General Manager of the Public Utilities Commission relative to acceptance of the project and its major elements by the community, together with the effect on the urban environment.

EXAMPLES OF DUTIES:

1. As a representative of the Program Manager of the San Francisco Municipal Railway Transit Improvement Program, complies with the requirement of the Federal Urban Mass Transportation Administrator, of the Department of Transportation, and the National Environmental Policy Act of 1969, by observing, studying, analyzing, and reporting the projected impact on the community of various phases of the project during the course of its development.

2. Serves as a principal field representative of the improvement program in community relation contacts with community councils, neighborhood business groups, improvement clubs, and citizen planning organizations; organizes and participates in planning sessions and other meetings concerning socio-economic, environmental impact and related issues.

3. Measures the impact of changing modes of transportation, new service extensions, reconstruction and rebuilding of existing ways and structures and consideration of new transit facilities upon the socio-economic and environmental structure of the community.

4. Prepares or assists in the preparation of notices of intent to hold public hearings and the drafting of the Environmental Impact Statement in accordance with the requirements of the Urban Mass Transportation Act, the National Environmental Policy Act of 1969, the Department of Transportation Act and the request of the Urban Mass Transportation Administrator.

5. Serves in a high level liaison capacity representing the Program Manager, the General Manager of the Municipal Railway, and General Manager of Public Utilities as required.

6. Coordinates the planning and study of new types of transit vehicles, proposed or needed for special situations, involving problems of noise and exhaust, pollution, traffic congestion, topography, environmental character and human relations.

CLASS TITLE: TRANSIT ENVIRONMENTAL COORDINATOR CODE: 9192

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a combination of education and experience equivalent to at least ten years of progressively responsible work experience in the field of public communication or public information involving analytical, investigative and research skills and responsibility for independently completing studies and projects.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The principles, practices, methods and techniques of public communication, human relations and research; the concept and provisions of the Urban Mass Transportation Act; municipal transit equipment; schedules and traffic patterns; and statistical methods and techniques.

Requires ability to: Develop techniques and procedures for reporting, assembling, and communicating orally, and in writing, a variety of important detailed data; preparing comprehensive and concise interim and summary reports; exercise independent judgment in the analysis and solution of project problems affecting the socio-economic and environment aspects of the city; deal tactfully, effectively, and convincingly with city, state, and federal officials, business representatives, private citizens, civic organizations, and the communications media; plan, supervise, and coordinate the dissemination of information regarding the project.

ADOPTED: July 17, 1972

SAN FRANCISCO CIVIL SERVICE COMMISSION

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CLASS TITLE: DEPUTY GENERAL MANAGER, ADMINISTRATION, MUNICIPAL RAILWAY CODE: 9193

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the General Manager, Municipal Railway in management and coordination of administrative and support services and programs, including service planning, operations analysis for capital improvement projects, systems safety, community affairs, and the elderly and handicapped service programs; directs and is responsible for the preparation of the annual Municipal Railway budget; participates in management planning for improved transit services; coordinates activities with other departments and bureaus of the Public Utilities Commission and outside agencies; represents the General Manager at regional transit meetings; and performs related duties as required.

DISTINGUISHING FEATURES:

The Deputy General Manager, Administration reports to the General Manager, Municipal Railway and is responsible for managing, directing and coordinating administrative and support activities of the Railway. The position is distinguished from other Deputy General Manager positions at the Railway by its responsibility for administrative functions rather than transit operations or maintenance.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Coordinates, plans, reviews and directs the activities of subordinate supervisory personnel engaged in the following:

a. Service Planning, including surveys, public hearings and reports on route modifications and review of policies for evaluating and implementing planning proposals.

b. Operations analysis for capital improvement projects, including the analysis and evaluation of proposed capital improvement projects and development of methodologies for project implementation; the review and evaluation of the impact of projects, and identification and resolution of problems.

c. Community Affairs, including public and telephone information, processing complaints and commendations, monitoring contract advertising firms.

d. Elderly and Handicapped Services, including defining, monitoring and evaluating contracts for paratransit services, establishment of eligibility to receive services, planning route and service assignments, and meeting with elderly and handicapped community groups.

e. Systems Safety including identifying, correcting and reducing hazards, developing emergency procedures and training programs, and needs assessment and acquisition of safety equipment.

CLASS TITLE: DEPUTY GENERAL MANAGER, ADMINISTRATION, MUNICIPAL RAILWAY CODE: 9193

EXAMPLES OF DUTIES: (Cont.)

2. Manages and directs the preparation of the annual department budget in accordance with city policies and procedures, coordinates the collection and transmittal of budget data with Muni division heads and PUC finance, establishes procedures for monitoring expenditures, including preparation of periodic fiscal reports; identifies and resolves fiscal problems with management.

3. Directs the preparation of and reviews reports and documentation for presentation to PUC and other city agencies.

4. Confers with subordinates relative to the formulation and execution of policies and procedures; coordinates administrative and support activities with operating and maintenance division management.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examiantion for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles, practices and techniques of modern management; the principles, development and use of management information, budget preparation and fiscal management.

Considerable ability and skill to plan, manage, direct and review the work of subordinates and the activities of assigned program areas; deal tactfully and effectively with professional personnel, contractors, public and private officials on administrative matters; and ability to communicate clearly both orally and in writing.

Adopted: 5/18/87
#0066m

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: TRANSIT SCHEDULE ANALYST CODE: 9194

CHARACTERISTICS OF THE CLASS:

Under general direction, plans and supervises the integration of the service schedule requirements of the San Francisco Municipal Railway with the Transit Improvement Program both during the construction and operation phases; coordinates the completion of the computer program for construction controls as well as schedules; analyzes the effects of transit improvement and new construction regarding the operating schedules of the San Francisco Municipal Railway and recommends changes in existing schedules and equipment to meet construction requirements; recommends modification of construction plans to meet anticipated service schedule route plans; and performs related duties as required.

Requires major responsibility for planning, supervising and coordinating special transit traffic and route studies; makes regular personal contact with employees, engineers, Public Utilities officials, representatives of outside organizations and groups involving discussions and interpretation of schedule plans, their effects and practicality; preparing a wide variety of memoranda, records and reports.

EXAMPLES OF DUTIES:

1. Supervises and reviews the work of employees engaged in analyzing and revising existing schedules and routes; develops new routes in conjunction with the Bay Area Rapid Transit District and the Transit Improvement Program.
2. Reviews the existing schedules in relation to construction plans to determine the best modification of routes to maintain service during construction periods.
3. Reviews plans with construction engineers with a view to modify construction plans to guarantee adequate service during construction periods.
4. Recommends the consolidation, re-routing, splitting and deletion of existing routes; coordinates and develops plans to meet the service requirement for San Francisco upon completion of the transit improvement construction.
5. Acts in a liaison capacity between the transit improvement program staff, various Municipal Railway departments and outside agencies.
6. Coordinates and assists in development of computer programs for the Municipal Transit Improvement Program Construction controls and future schedule planning.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible experience in transit schedule making, including systems analyses, transit schedule computer programming procedures, related statistical work, and transit traffic engineering; or an equivalent combination of experience and education in transportation and management fields.

CLASS TITLE: TRANSIT SCHEDULE ANALYST CODE: 9194

MINIMUM QUALIFICATIONS (continued):

Knowledge, Abilities and Skills: Requires a thorough knowledge of: Transit service, traffic, and scheduling; use of the computer in the scheduling program and systems analyses; effects of shifting population and location of traffic routes upon the patrons of the transit system and schedules; the effects of routes and schedules on costs.

Requires considerable ability to: Make sound analyses of operating conditions as a basis for formulation of efficient schedules; deal courteously and effectively with fellow employees in coordinating assigned projects; prepare clear, concise and accurate reports; make difficult arithmetical computations; supervise and coordinate the work of a small staff engaged in a variety of schedule making and checking activities.

Requires considerable skill in the use of statistical methods and techniques in the preparation of statistical charts, graphs and other statistical forms to portray clear, accurate and concise illustrations.

PROMOTIVE LINES:

To : 9136 Transit Traffic Superintendent

From : 9130 Transit Schedule Maker

ADOPTED: July 17, 1972

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CITY & COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: LIGHT RAIL VEHICLE EQUIPMENT ENGINEER **JOB CODE: 9195**
Business Unit: MTA

Definition: Under general supervision, performs specialized engineering work in connection with the design, operation and maintenance of rail vehicle equipment for the Municipal Railway (MUNI).

Distinguishing Features: This job code is distinguished from other professional engineering classifications by its specialized technical responsibilities related to the rail vehicle subsystems. Positions in this job code report to class 9196 Senior Light Rail Vehicle Equipment Engineer, Municipal Railway.

Supervision Exercised: May supervise employees in the subordinate journeyman trade or skilled labor job codes as well as employees in the subordinate associate engineer job code.

Examples of Important & Essential Duties:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties.

1. Performs specialized maintenance engineering work through the design and implementation of detailed and complex modifications to various rail vehicle subsystems and components located on light rail vehicle's (LRV's), historic streetcars, Presidential Conference Cars (PCC's), and Milano cars; prepares technical specifications and develops procedures for modifications and repairs.

2. Evaluates new and existing rail vehicles for quality and reliability at various facilities including development of appropriate modifications and adjustments.

3. Assesses feasibility of alternative parts and materials from various vendors for usage on rail vehicles including making recommendations and/or approving of alternate parts and materials as appropriate.

4. Supervises and directs the work of associate engineers, mechanics and technicians in testing, modifications, adjustments, and maintenance of various rail vehicle subsystems.

5. Prepares reports analyzing and describing solutions or recommendations related to maintenance and repair problems on rail vehicle subsystems and components including oral/written presentations.

6. Prepares cost estimates and analyzes cost effectiveness of alternative engineering methods related to maintenance and repair problems on rail vehicle subsystems and components.

7. Monitors and coordinates maintenance engineering activities.

8. Prepares specifications for the procurement of rail vehicle parts and materials; confers with maintenance and purchasing personnel; monitors warranty claims made to manufacturers of equipment.

9. Coordinates and meets with members of various City departments and other MUNI divisions to discuss matters related to the operation of rail vehicles.

10. Performs other related duties as required.

Job Related & Essential Qualifications:

Knowledge of: engineering theory, principles and practices, methods and procedures related to the design, construction, modification, testing and maintenance of rail vehicle equipment; methods and procedures (research, forecasting and report writing) related to the acquisition of rail vehicle equipment and material.

Ability to: plan, supervise and direct projects of various scope required to solve maintenance and engineering problems or test proposed modifications on the rail vehicles; plan and conduct tests on electrical, electronic, mechanical, propulsion and control systems on rail vehicles including analyzing problems and providing solutions related to safety and reliability; speak clearly and persuasively and to explain complex ideas to a variety of people; ability to review and write comprehensive reports, plans, memos, letters, projections etc...in an understandable and grammatically correct manner; establish and maintain cooperative working relationships with those contacted in the course of work.

Experience & Training Guidelines:

1. Baccalaureate degree with a major in mechanical, electrical or electronic engineering, **AND**

2. Four years of professional engineering experience in the areas of construction, manufacturing and/or design of rail vehicle equipment and/or facilities, **AND**

3. Possession of a current valid license as a professional engineer from the State of California (Applicants possessing professional engineer license from a state other than California must obtain the California license within six months from the time of appointment), **AND**

4. Possession of a current valid California driver license (to be presented at the time of the oral/performance examination).

Effective Date: 2-5-79

Amended Dates: 6-17-91, 2/9/01

Reason for Amendments: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LIGHT RAIL VEHICLE EQUIPMENT ENGINEER CODE: 9195

CHARACTERISTICS OF THE CLASS:

Under general direction, performs difficult and responsible engineering duties in connection with the design, operation and maintenance of Light Rail Vehicles for the Municipal Railway; develops modifications to transportation equipment to insure optimum performance; investigates system malfunctions and implements solutions; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is distinguished from other professional engineering classifications by its specialized technical responsibilities related to the Light Rail Vehicle subsystems. Positions in this class report to class 9188 Transit Equipment Engineer, Municipal Railway.

EXAMPLES OF DUTIES:

1. Designs and implements detailed and complex modifications to the Light Rail Vehicle subsystems, including electrical, electronic and mechanical components and subsystems.
2. Supervises investigations and tests to determine causes of vehicle malfunctions and approves solutions to various electrical, electronic and mechanical malfunctions for the Light Rail Vehicle.
3. Prepares and writes reports analyzing and describing solutions and recommendations relating to maintenance and repair problems.
4. Researches methods and equipment for Light Rail Vehicle maintenance.
5. Coordinates work of mechanics and technicians in special testing and maintenance functions; inspects completed work and methods used.
6. Updates and maintains configuration documents and drawings; maintains reliability records for Light Rail Vehicle subsystems and components; monitors and analyzes failure reports and develops appropriate modifications and/or adjustments.
7. Prepares cost estimates and analyzes cost effectiveness of alternative methods.
8. Monitors warranty claims made to manufacturers of new vehicles.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in mechanical or electrical engineering.

Requires four years of progressively responsible experience in engineering related to the design, operation and maintenance of rail transportation equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: engineering methods, techniques and procedures as they pertain to the design, construction and operation of rail transportation equipment.

Requires skill and ability to: perform responsible investigative and inspectional work on electrical, electronic and mechanical equipment; prepare clear and accurate reports thereon; design complex modifications to existing transit subsystems to improve performance, develop methods and procedures for vehicle maintenance.

License: Requires registration as a professional engineer in the State of California.

PROMOTIVE LINES:
To: To be determined
From: Original Entrance Examination
Adopted: 2-5-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR LIGHT RAIL VEHICLE EQUIPMENT ENGINEER CODE: 9196

CHARACTERISTICS OF CLASS:

Under general administrative direction, plans, directs, coordinates and supervises the highly technical and administrative aspects of the Light Rail Vehicle Capital Improvement Project including the integration, running and maintenance of the light rail vehicle fleet for Municipal Railway; directs the activities of subordinate professional engineers, technicians, sub-professional and support staff involved in the design, modification and maintenance of Light Rail Vehicle systems and equipment; confers with contractors, equipment manufacturers and consultants; supervises the preparation and review of detailed and complex engineering reports and records; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from the lower level Light Rail Vehicle Equipment Engineer by its supervisory responsibility for administering all Light Rail Vehicle engineering activites. This position reports to the Chief Transit Equipment Engineer who is responsible for engineering management work for improvement of all modes of equipment of the transit system.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Plans, assigns, and reviews the work of professional, technical and sub-professional engineering personnel engaged in preparing preliminary layouts, studies, reports, design calculations, contract drawings, contract specifications and cost estimates for the design, modification and maintenance of Light Rail Vehicle systems and equipment.
2. Confers with contractors, equipment manufacturers and consultants in connection with various engineering projects, designs and programs.
3. Directs and conducts studies required for the evaluation of the Light Rail Vehicle system and selection of equipment.
4. Directs Light Rail Vehicle systems integration activities; manages control of Light Rail Vehicle systems design configuration in order to maintain operational compatibility within the Municipal Railway infrastructure.
5. Investigates safety and reliability problems; recommends modifications to procedures and/or equipment as necessary.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Comprehensive knowledge of: laws, ordinances and rules applicable to design, manufacturing, testing and maintenance of Light Rail Vehicle equipment and systems; theory and practice of Light Rail Vehicle equipment and systems engineering design, manufacturing, inspection and maintenance procedures; transit operating systems; transit systems integration issues regarding wayside, signal and communications equipment.

Considerable ability to: plan, organize and direct the work of subordinate professional, technical and sub-professional personnel; consult and work with responsible professional engineering personnel, the general public, contractors and various outside agencies; review and analyze complex and technical engineering plans and documents and exercise sound judgement in making recommendations thereon.

Considerable skill in the application of modern engineering principles and practices to practical engineering problems.

License: Requires registration as a professional engineer in the state of California.

ADOPTED: 6-17-91

#4225c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SIGNAL AND SYSTEMS ENGINEER CODE: 9197

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a variety of signal and electro-mechanical engineering duties including but not limited to the design, operation, maintenance and implementation of detailed and complex signal, remote control and communications systems and subsystems; investigates, tests and implements solutions to various electrical, electronic and mechanical malfunctions of these systems; monitors the signal and emergency control systems so that they operate in a reliable and fail-safe manner; prepares technical reports and makes recommendations; performs related duties as required.

DISTINGUISHING FEATURES:

This class is distinguished from other professional engineering classifications in the Municipal Railway by its specialized technical responsibilities related to the maintenance of the Muni Metro signal and related systems and sub-systems. The incumbent is expected to immediately notify the General Manager of any unsafe condition and may recommend ceasing operations until the unsafe condition is corrected. The incumbent in this class is also responsible for the development of technical standards and methods for system maintenance.

EXAMPLES OF DUTIES:

1. Designs and implements detailed and complex additions and modifications to the Muni Metro signal system and related systems and sub-systems; provides direction and reviews the work of outside consultants involved in design and construction of such systems.
2. Monitors operation of the destination sign and routing control system, remote control systems and fare collection systems which includes computers, video displays, printers, digital communication systems, infrared detectors and information entry panels.
3. Monitors the signal system so that it operates in a fail-safe manner and is in accordance with recommendations from the Association of American Railroads and requirements of the California State Public Utilities Commission.
4. Prepares and writes reports, includes analysis and description of signal and related system/sub-system information; makes recommendations as required.
5. Investigates, tests and implements solutions to various electrical, electronic and mechanical malfunctions of the signal and related systems; coordinates supervisors, technicians and maintenance personnel in special testing; inspects test results.
6. Coordinates with other public jurisdictions including the Bay Area Rapid Transit District that interface with the Muni Metro signal and related systems.
7. Monitors and analyzes failure reports and develops appropriate modifications or adjustments; makes periodic reports to management on the condition of the system.
8. Supervises engineering and technical personnel assigned to Muni Metro signal system operations and other systems and sub-systems.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a 4 year college or university with a baccalaureate degree, with major course work in electrical engineering.

Requires 8 years of progressively responsible engineering experience related to the analysis, design, operation and maintenance of railway or transit signal, communications, remote control and related systems/sub-systems; or an equivalent combination of training and experience.

CLASS TITLE: SIGNAL AND SYSTEMS ENGINEER CODE: 919

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: engineering methods, techniques and procedures as they pertain to standard railway signal principles and practices (Association of American Railways); rules, standards and instruction for railway signal systems (Federal Railroad Administration); railway signal circuit plans.

Requires skill and ability to: use electrical and electronic instruments; comprehend restrictions on alterations to signal systems; prepare clear and accurate reports; work with engineering and/or other technical personnel.

License: Requires registration as a professional engineer in the State of California.

PROMOTIVE LINES:

TO: To be determined

FROM: Original entrance examination.

ADOPTED: 8-6-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT COMMUNICATIONS OPERATOR CODE: 9202

CHARACTERISTICS OF THE CLASS:

Under general supervision: during an assigned shift, notifies Fire, Police, and other personnel regarding fires or other emergencies; operates a public address system for centralized paging and flight announcements, a central telephone exchange, a public information center, and a fire and emergency alarm system at the San Francisco International Airport; and performs related duties as required.

Requires responsibility for: maintaining routine records of fire and emergency calls and the movement of fire apparatus and similar emergency equipment carrying out and explaining rules, regulations and airport policy relating to the dissemination of airport information, airline operations, schedules and activities; the application of skill, speed and dexterity in operating a variety of communications equipment under steady and continual pressure; making continual contacts with the general public, persons in other departments, representatives of outside organizations and groups for the purpose of exchanging information, explaining airport rules and regulations; the preparation of ordinary operation and activity reports.

EXAMPLES OF DUTIES:

1. Announces airline arrivals and departures, pages and miscellaneous announcements, and maintains a log of all announcements made.
2. Transmits alarms to airport fire houses, airport operations office and San Mateo County Sheriff's office. Transmits extra alarms or requests for special apparatus to San Francisco Fire Department or San Mateo Sheriff's office by radio.
3. Makes regular tests of all alarm circuits, dispatches repairmen to locate and repair breakdowns in emergency alarm circuits.
4. Maintains station log of all emergency activity during an assigned shift; monitors civil defense bells and light warning system.
5. Operates the airport telephone exchange and keeps a log of all long distance calls; gives out routine information to the public and tenants regarding scheduled airlines, airport employees and tenants, federal aeronautical authority.
6. Receives and processes airport alarms regarding fires, airplane crashes, accidents, burglaries and other police actions by means of telephone, radio telephone receiver and transmitter and airport alarm circuits; notifies proper authorities in the event of a civilian defense alert.
7. Maintains a log of all lost items received, gives receipts to finders, and secures name and address of all claimants of lost and found merchandise.
8. Types reports, surveys, airline arrival and departure announcements, requisitions, airport correspondence and memoranda; cuts stencils, operates mimeograph machine to reproduce airline announcements and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience in a major airport terminal in handling a variety of communication activities, or in a related major facility handling a variety of communication equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: general purposes, functions and activities of a large airport terminal; the operation of a variety of communications media; airport policies, procedures, rules and regulations.

Requires ability to: work under continual pressure; operate a switchboard, public address system, fire and emergency alarm system; speak in a pleasant and clear voice; type accurately.

PROMOTIVE LINES:

To: Chief Telephone Operator

From: Original examination

Amended 6/20/63

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR AIRPORT COMMUNICATIONS DISPATCHER

JOB CODE: 9203
Business Unit: COMMN

Definition:
Under general direction, the Senior Airport Communications Dispatcher, directs the work of a group of employees on an assigned shift engaged in the dispatching of public safety personnel and equipment and in public address paging and information.

Distinguishing Features:
This class is distinguished from the next lower class, 9202 Airport Communications Dispatcher, by its performance as working supervisor and thorough experience in the operation of two-way radio and other multi-frequency computerized equipment.

Supervision Exercised:
Senior Airport Communications Dispatcher acts as first-line supervisors to a group of dispatchers and is responsible for training and directing subordinates.

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Supervises Communications Dispatchers in the performance of their duties. Acts as shift supervisor, responsible for all activities of the Communications Center during their assigned shift.
2. Identifies, recommends and assists in training of staff.
3. Directs and monitors the handling of various emergencies in progress.
4. Ensures the coordination of responding resources and support personnel.
5. Evaluates in writing, the performance of staff members.
6. Sets goals and work plan for dispatchers, makes recommendations as to training needs.
7. Maintains records and logs of the Communications Center, including voice-logging recorders.
8. Prepares memos, reports and conducts investigations. Counsels and recommends discipline as necessary.
9. Performs other duties as assigned.

Job Related and Essential Qualifications:
Knowledge of: techniques, procedures and methods used in the operation of a public safety communications center; rules, regulations and procedures of the department as related to dispatch functions; knowledge of relevant regulations of the Federal Aviation Administration and of the geography of the Airport.

Ability to: impart required knowledge and skills to subordinates; reason and think clearly, act quickly in emergencies; analyze situations accurately and adopt an effective course of action; speak clearly and concisely in English and to be understood over different type of communication devises; listen and accurately comprehend oral information; supervise and coordinate the activities of a group of Airport Communications Dispatchers; motivate worker to achieve goals; read, write and prepare formal reports in a clear and comprehensive manner.

JOB CODE TITLE: SENIOR AIRPORT COMMUNICATIONS DISPATCHER

JOB CODE: 9203
Business Unit: COMMN

Experience and Training Guidelines:
Two (2) years of verifiable experience as a public safety (police/fire) dispatcher in a multi-frequency computerized dispatch/communications center.

Effective Date: 5/28/65
Amended and Retitled Date: 1/6/92
Amended: 12/15/00

(AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT COMMUNICATIONS SUPERVISOR CODE: 9204

CHARACTERISTICS OF THE CLASS:

Under general direction, is in charge of and responsible for the proper functioning of the communications section at the San Francisco International Airport; supervises a staff of communications employees engaged in a variety of clerical and operational activities; provides administrative supervision of the maintenance of the parking garage inventory and auditing equipment; and performs related duties as required.

Requires responsibility for: Interpreting, coordinating and enforcing policies, methods and procedures related to the operation of varied communication services and parking garage control systems at the San Francisco International Airport; assisting in the planning and development of new procedures necessary for expansion of communication facilities; supervising preparation of work-activity records and reports; regular important contacts with airport tenants and representatives of outside organizations relative to changes or additions to the communication system and their effect on related operational problems.

EXAMPLES OF DUTIES:

1. Supervises, assigns and instructs a staff of airport communications operators engaged in operating a fire and emergency alarm system for the entire airport, a public address system for all flight announcements and paging, a central PBX of intra-airport telephone system, a public information center and a lost and found department.

2. Maintains radios, public address system and other communication equipment; directs the testing and maintenance of the Airport Central Alarm System; administratively supervises the maintenance of the bank, elevator, garage, fire and parking lot hold-up alarm systems; administratively supervises the preventive maintenance program regarding equipment used to audit and control the parking garage use, including traffic gates, vehicle detectors, ticket dispensers, fee indicators, traffic signals, control units, time stamps and special cash register.

3. As assigned, represents the airport department in presenting, amplifying upon and proposing solutions for design changes or additions to the communication system; cooperates with air carriers to effect uniform flight announcements; prepares initial drafts of specifications for new communication equipment.

4. Accepts, approves and issues orders for additions of or modifications to telephone system; administratively supervises the replacement and repair of defective communication parts; supervises the ordering, installation and maintenance of mobile radio equipment.

5. Publishes and distributes airport telephone directories; supervises the maintenance of records and statistics of all emergencies; reviews the mobile radio station logs and records.

6. Prepares budget requirements for communications section; makes studies and prepares written and oral reports on activities of this operation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of experience at a major air terminal in handling operations activities or communications systems, or in a similar major facility handling a variety of communication equipment; or an equivalent combination of training and experience.

CLASS TITLE: AIRPORT COMMUNICATIONS SUPERVISOR CODE: 9204

MINIMUM QUALFICATIONS - Continued

Knowledge, Abilities and Skills: Requires considerable knowledge of: Airport operations policies, procedures and problems; the functions of a varied communications system.

Requires ability to: Supervise and direct the work of others; follow oral and written instructions; deal courteously, effectively and tactfully with airport tenants and representatives of outside agencies.

Requires skill as a procedure writer, and mechanical aptitude.

License: Requires possession of: A valid State Motor Vehicle Operator's License; a valid restricted radio telephone operator's license.

PROMOTIVE LINES:

To : 9220 Airport Operations Supervisor

From: 9230 Airport Communications Operator

AMENDED: August 24, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT COMMUNICATIONS COORDINATOR CODE: 9205

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs, and coordinates communication services for the San Francisco International Airport, including emergency communications, police and fire dispatching, public paging and a mobile emergency command post; develops or modifies communication systems to meet the changing requirements of the Airport; coordinates Airport emergency and disaster communication plans with the San Francisco and San Mateo County Office of Emergency Services; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class is responsible for developing and implementing all communications systems at the San Francisco International Airport, directing emergency dispatching and coordinating emergency communication activities within the department and with outside agencies. The employee in this class directs a staff of communication operators, dispatchers and electronic maintenance technicians. This class is distinguished from class 9204 Airport Communications Supervisor in that whereas the Supervisor is responsible for day-to-day supervision of the Communications Division, the Coordinator functions at a higher level with overall policy and planning responsibility, and reports directly to Airport management.

EXAMPLES OF DUTIES:

1. Coordinates the planning, development and implementation of a comprehensive communication system for the Airport including emergency alarm systems, emergency dispatching and a public address system; coordinates the development of additions or modifications to communication systems in response to changing Airport requirements.

2. Coordinates the planning, development and maintenance of a mobile command post to be used in case of a major disaster or if the regular communications network is not functional.

3. Develops orientation and training programs for persons who regularly are required to use the emergency communications systems.

4. Collaborates with Airport Administrators, representatives of public safety agencies, the San Francisco and San Mateo County Offices of Emergency Services, and others to develop and coordinate emergency communication procedures.

5. Directs the repair and maintenance of all portable and stationary radios, a public address system, pocket pagers and other communications equipment; directs the testing and maintenance of the Airport's emergency alarm systems.

6. Develops performance measures for the communications division; prepares the division's annual budget.

CLASS TITLE: AIRPORT COMMUNICATIONS COORDINATOR CODE: 9205

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by five years of progressively responsible experience at a major air terminal involved in communication activities including experience with emergency communications systems; or in a similar major facility handling a wide variety of communication equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Airport operations policies, procedures and problems; development and functions of varied communications systems including emergency communications systems; emergency communication procedures.

Requires ability to: analyze communication systems and develop remedies for communication problems; write proposals; understand general mechanical principles of communication equipment.

Requires considerable skill in communication in order to work effectively with and direct the work of others, give oral and written instructions and to work diplomatically and effectively with representatives of outside agencies, administrative personnel, tenants and employees.

Licenses: A valid California Driver's license.

ADOPTED: Feb. 1, 1982

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT PROPERTY SPECIALIST I CODE: 9206

CHARACTERISTICS OF THE CLASS:

Under direction, participates in a variety of functions relating to the Airport's property management program; performs various tasks related to the leasing and rental of Airport lands, terminals, buildings and other properties such as market analysis, preparation and negotiation of lease, permit and rental agreements, and monitoring of tenant improvement construction and operations; develops verbal and written reports and recommendations to management for achieving maximum revenues from the leasing and rental of Airport properties; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is distinguished from other classes in the property management group by its specialization in the effective leasing and rental of Airport retail space and other outlets for the sale of merchandise and the provision of various public services. Class 9206 Airport Property Specialist I is distinguished from class 9207 Airport Property Specialist II in that the latter supervises the former and performs the more difficult and complex negotiation assignments.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Negotiates non-competitive rental and lease contract renewals; negotiates with prospective tenants in the development of bidding guidelines for the awarding of retail concession contracts.
2. Reviews and evaluates applications for Airport retail concessionaires, airline office leasing, new entrant airlines, use and operational agreements, service vendors, governmental agencies, and airline related services; reviews applications for economic feasibility; prepares reports for airport management on findings.
3. Conducts market research data analysis and economic feasibility studies for a variety of property management purposes; prepares oral and written reports and recommendations for management and Airports Commission concerning achievement of maximum revenues from leasing and rental of properties.
4. Represents the Airport as landlord in contacts with tenants; reviews active agreements for adjustments, renewals and compliance with Airport policies and procedures; compiles data from tenants regarding subleases, bonds and insurance; inspects properties regularly and monitors tenant improvements to ensure compliance; identifies necessary maintenance work as required.
5. Drafts and administers proposals of use, bid packages, leases, permits and other documents related to property or concession rental; consults with tenants; prepares drafts for form and content before submission to management; coordinates closely with legal counsel and other staff in matters of litigation and lease preparation.
6. Reviews, coordinates and recommends upon current data-based lease management system; answers inquiries from the public and prospective tenants regarding the leasing and rental of Airport properties; participates in developing marketing strategies to attract prospective tenants; coordinates property management activities with governmental agencies, other jurisdictions and Airport divisions.

CLASS TITLE: AIRPORT PROPERTY SPECIALIST I CODE: 9206

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires good knowledge of: general real estate practices; airline procedures and practices; management of retail, commercial and industrial properties; preparation of lease documents; marketing and sales strategies; and basic accounting principles.

Requires ability to: deal courteously and effectively with tenants, the general public and Airport personnel; utilize good communications skills; prepare clear, concise reports and related correspondence; negotiate terms of leases and rental agreements proficiently.

ADOPTED: 1-7-80

AMENDED: 1/8/90

#4127c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT PROPERTY SPECIALIST II CODE: 9207

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and coordinates a unit within the Airport's Property Management section; implements programs for the leasing and rental of terminal space, retail concessions, and Airport land and buildings for retail merchandisers, foreign and domestic air carriers, cargo enterprises and other tenants; conducts research and analysis to ensure the maximum economic utilization of Airport lands and properties; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are primarily engaged in property management activities resulting in revenue production for the Airport through the maximum economic utilization of land, buildings, retail outlets and office space. This class supervises positions in class 9206 Airport Property Specialist I; it is further distinguished from class 9206 in that it functions at a higher level with greater responsibility and handles more significant properties, leases and negotiations. Incumbents in class 9207 report directly to class 9208 Director of Airport Property Management.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Supervises a team of property specialists engaged in the negotiation with tenants of terms and conditions of leases, permits and other agreements; institutes and supervises bidding procedures for new agreements in accordance with management policies and applicable law.
2. Develops and implements a comprehensive program of retail merchandising for all terminal space at the Airport, including market research activities, product and feasibility surveys and market testing; conducts a variety of property management-related research and analysis to ensure the maximum economic utilization of Airport lands and properties; plans and institutes procedures for advertising and publicizing concession space at the Airport.
3. Establishes and maintains effective landlord/tenant relationships between Airport staff and tenants and lessees; periodically inspects all leased and rented Airport property; evaluates all tenants for lease compliance with Airport merchandising practices and policies; coordinates tenant alterations and modernization projects related to Airport property.
4. Supervises the maintenance of Airport property management records, including leases, permits, agreements, insurance documents, cash-flow and credit documents, drawings, specifications and change orders; ensures preservation of required documents in files for current and future reference.
5. Coordinates property management activities with the office of the Airport's General Counsel and other Airport divisions; supervises and participates in the preparation of materials related to property management for presentation to the Airports Commission.

CLASS TITLE: AIRPORT PROPERTY SPECIALIST II CODE: 9207

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires working knowledge of: sound real estate practices; airline procedures; retail concession management; retail marketing; commercial or industrial property leasing; marketing and sales strategies; and accepted fiscal and accounting principles.

Requires considerable ability to: plan, organize and direct the work of subordinate staff; exercise sound judgement and resourcefulness in negotiations with tenants and prospective tenants; deal courteously and effectively with the public, representatives of other agencies and Airport personnel; read, write and speak proficiently; prepare clear, concise reports and related correspondence; make effective oral presentations to major clients, senior management staff and others; negotiate terms of leases and rental agreements skillfully.

ADOPTED: 1-7-80

AMENDED: 1-8-90

#4128c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF AIRPORT PROPERTY MANAGEMENT CODE: 9208

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and administers a properties and lease management program for the San Francisco International Airport; supervises the negotiation of lease and rental agreements with airlines, concessions and other parties; directs the development of Airport properties and the utilization of facilities to ensure maximum generation of revenues; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class is responsible for directing the management of all income-producing property of the San Francisco International Airport. The incumbent, reporting to the Deputy Director, Business and Finance, supervises subordinate property specialists in the development, bidding and monitoring of Airport concessions, and the negotiation of all airline leases.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Administers the Airport's properties and lease management program, including development of marketing strategies and a tenant outreach recruitment program; supervises negotiations conducted by property management staff; coordinates property management activities with other Airport divisions, City departments, agencies and tenants; reviews, investigates and responds to complaints or difficult issues.
2. Oversees a formal contract administration system, including contract monitoring and enforcement procedures; reviews the concession proposal process managed by the staff.
3. Represents the Airport in major lease negotiations involving airlines, concessions and other projects; oversees the documentation of all lease negotiation transactions; directs the development of and presents completed leasing and concession items to the Airports Commission, other bodies and the public as required.
4. Directs property management staff including project control, personnel issues, professional development and quality review.
5. Plans and integrates property management activities with construction and renovation of Airport facilities; participates in development of the Airport Master Plan and other annual plans with the goal of maximizing property revenues.
6. Makes policy recommendations to the Deputy Director, Business and Finance, concerning Airport property management and pertinent legislation; makes policy decisions on lease and contract documents regarding tenant and Airport responsibilities related to utilities, maintenance, cleaning, parking and other areas; presents completed leasing and concession items to the Airports Commission.

CLASS TITLE: DIRECTOR OF AIRPORT PROPERTY MANAGEMENT CODE: 9208

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires a thorough knowledge of: property management procedures in regard to retail concessionaires, commercial offices, industrial properties and airline practices; real estate principles and practices; accepted fiscal and accounting principles; lease and contract preparation; administrative, planning and management techniques; and personnel management.

Requires considerable ability to: negotiate terms of leases and rental agreements with major clients; set priorities; make management-level decisions; demonstrate sound judgment; exercise independence in managing programs; read, write and speak effectively; prepare and present clear concise oral and written reports to management-level and political bodies; administer an extensive revenue-producing property management program for a major international airport; and represent the Airport in a management capacity.

ADOPTED: 1-8-90

#4129c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT POLICE SERVICES AIDE CODE: 9209

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a variety of paraprofessional police duties for the Airport Police Bureau; checks Airport security; guards property; directs traffic; reports safety and traffic hazards; enforces parking regulations, ordinances and laws; assists in the receipt, storage, accounting and release of property and evidence; performs related duties as required.

DISTINGUISHING FEATURES:

This is a paraprofessional generalist class in the Airport Police Bureau. The basic function of this class is to relieve sworn personnel of a variety of tasks which do not require the training and status of a peace officer.

Airport Police Services Aides are required to wear uniforms but are unarmed. Incumbents are rotated in assignments in order to broaden experience, equalize workloads, and meet departmental needs. Incumbents are trained and supervised in the area of assignment by sworn Airport Police Officer classifications. After training, incumbents are expected to work under limited supervision.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Makes security checks on foot or in a vehicle on Airport property to guard against illegal entry, or any unusual circumstances; reports any suspicious persons or activities.
2. Takes reports and interviews victims, witnesses and other persons associated with routine misdemeanors such as lost valuables, petty thefts, and malicious mischief where there are no immediate suspects; responds to miscellaneous airport incidents requiring minimal investigation.
3. Transports found, lost, or abandoned property, non-injury accident victims, witnesses, victims of crimes, medical personnel, and police personnel as assigned.
4. Regulates and directs vehicle and foot traffic requiring entrance to the Airport Operating Area; checks all persons entering and leaving to assure proper identification and security of restricted areas and property.
5. Provides information and assistance to facility users and visitors.
6. Directs traffic; issues citations for parking violations; may operate a three wheel motor vehicle with two-way radio and may on foot, in an assigned area, enforce motor vehicle parking regulations.
7. Assists sworn personnel in receipt, storage, accounting, release and disposal of property and evidence.
8. Operates communications equipment, including teletype, and two-way radio and other dispatch equipment; operates a variety of office equipment including the police desk computer terminal.
9. Operates security systems; issues security identification cards as assigned; checks for compliance of commercial vehicles with Airport ground transportation permit regulations.
10. Assists ill or injured citizens until medical aid arrives; renders first aid and/or CPR when necessary; drives mini ambulance.
11. Prepares necessary reports and appears in court to present evidence and testimony as required.

CLASS TITLE: AIRPORT POLICE SERVICES AIDE CODE: 9209

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

Knowledge, Abilities, and Skills: General knowledge of: basic crime prevention and general security techniques; the California Vehicle Code and local traffic code; the preparation of incident reports, and such other law enforcement activities not requiring the status of a peace officer.

Ability to: Comprehend and enforce applicable codes and ordinances; exercise sound judgement and function effectively under stress; accurately observe situations; prepare clear and concise reports; deal tactfully and courteously with the general public and others.

Licenses: Requires possession of: a valid state motor vehicle driver's license.

ADOPTED: 5-21-90

#4164c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT POLICE OFFICER CODE: 9210

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs patrol and crime prevention duties for the San Francisco International Airport; patrols an assigned beat; responds to calls for assistance and protection of life and property; enforces state and local laws and Airport rules and regulations; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the entry level in the Airport Police series. A position in this class reports to an Airport Police Sergeant who schedules, assigns and reviews the duties of the officers. Airport Police Officers serve as peace officers while engaged in the performance of their duties according to California Penal Code Section 830.4 (k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Patrols airport property and grounds in vehicle and on foot equipped with two-way radio in order to assist in the maintenance and enforcement of law and order at the San Francisco International Airport.
2. Conducts field interrogations and interviews witnesses; apprehends and/or arrests persons who violate federal, state, and local laws and regulations; preserves the scene of a crime and evidence; transports and books offenders into a pre-detention facility; participates in investigations; appears in court to give testimony in arrest or other cases.
3. Answers calls for assistance in protection of life and property, responds to reported crimes, burglar alarms, emergency calls occurring on Airport property such as airplane crashes, heart attacks, bomb threats, potential highjackings; secures the scene of the emergency or crime; renders first aid and CPR and assists medical personnel as necessary.
4. Enforces traffic laws including issuance of citations; conducts accident and hit and run investigations; makes drunk driving arrests; directs vehicular and pedestrian traffic.
5. Provides law enforcement support for pre-flight screening activities in airport terminals in order to prevent unauthorized entry of persons or materials onto boarding ramps, aircraft, or the airfield.
6. Provides VIP protection for dignitaries and special events and provides crowd control whenever necessary on Airport facilities.
7. Provides informational and other assistance to the public and tenants of the Airport in the interest of good public relations.
8. Writes reports and prepares forms on criminal, traffic and security violations and sends copies to required agencies.

9. May be assigned to perform administrative, in-service training, or related tasks as required; may be assigned to serve warrants or subpoenas.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and skills: Good knowledge of: The laws of arrest; California Vehicle and Penal Codes.

Ability to: Enforce laws and regulations; think and act quickly in emergency situations; administer first aid; deal tactfully and courteously with the general public and others; follow oral and written instructions; prepare routine work reports.

Skill and training in the use of firearms.

Licenses: Requires possession of: A valid state motor vehicle driver's license.

AMENDED: 7/22/68; 5/15/78; 3-10-86

#0074b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT POLICE SERGEANT CODE. 9211

CHARACTERISTICS OF THE CLASS:

Under direction, performs the duties of an Airport Police Officer and in addition, exercises work direction over a team of Airport Police Officers maintaining law and order on the San Francisco International Airport property; assists the tenants and the public in the use of airport facilities; prepares reports, keeps time records, assigns work; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first-line supervisory level in the Airport Police series. An Airport Police Sergeant reports to an Airport Police Lieutenant and supervises a team of Airport Police Officers. Airport Police Sergeants serve as peace officers while engaged in the performance of their duties according to California Penal Code Section 830.4(k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC RULE 7)

1. Supervises and participates in the work of sworn and civilian Airport Police personnel within a unit engaged in patrol, traffic enforcement, pre-flight screening and related activities; assigns duties and schedules work of officers; performs roll call.
2. Responds to the scenes of crimes, emergencies or accidents to assist and direct and in order to supervise arrests and detentions made by subordinates; oversees the collection of evidence and the securing of the crime or emergency scene.
3. Conducts in-service training in Airport Police procedures, techniques, policies, and routines.
4. Analyzes and evaluates information in official reports; submits reports on cases handled and action taken; prepares reports and submits recommendations for disposition of cases; may be required to appear in court to give testimony in arrest or other cases.
5. Evaluates performance of officers; prepares initial report on officer's conduct in violation of Airport Police policies or reports exceptional performance for officers under his/her supervision.
6. Contacts and coordinates efforts with the public and Airport tenants in programs and measures designed to prevent or control criminal activity.
7. As assigned, directs special details such as VIP arrivals and training programs.

CLASS TITLE: AIRPORT POLICE SERGEANT CODE: 9211

QUALIFICATIONS:

"The examination announcement shall provide the qualifications ...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: A good knowledge of: The laws of arrest; California Vehicle and Penal Codes.

Ability to: Supervise enforcement of federal, state and local laws and airport rules and regulations; think and act quickly in emergency situations; administer first aid; deal effectively, tactfully and courteously with the general public and others; discharge oral and written instructions; prepare written reports.

Skill and training in the use of firearms.

Licenses: Requires possession of a valid California Drivers Licence.

AMENDED: 7/22/68; 3-10-86

#0587B

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: AIRPORT SAFETY OFFICER **JOB CODE: 9212**
Business Unit: COMMN

DEFINITION:
Under general supervision, performs airfield patrol and inspection duties of airfield and other facilities to evaluate operating conditions for aircraft, to control airfield surface traffic. Performs surveillance, inspections and investigations for enforcement of the Airport Security Program (ASP) and ensures compliance with Federal and Airport Security Regulations.

DISTINGUISHING FEATURES:
This class is responsible for the enforcement of airport, federal, and aviation regulations; for assuring safe operating conditions on the airfield; and for securing all airport facilities. Positions in this class are distinguished from Class 9920 Airport Operations Supervisor in that the latter is responsible for immediate supervision of employees in the former class.

SUPERVISION EXERCISED: NONE

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to Airfield Safety Officers and are not intended to be an inclusive list.

When assigned to the Airfield:
1. Inspects and evaluates airfield runways, taxiways, lighting and other aeronautical facilities for conformance with safety regulations; closes airfield facilities when unsafe operational conditions are discovered; re-opens airfield facilities when inspection indicates that unsafe conditions have been remedied; assists in coordinating the opening and closing of runways; issues admonishments for safety and security violations.
2. Notifies aeronautical users through federal communication channels of any change in airfield conditions.
3. Observes, directs, controls and reports on airfield surface traffic engaged in construction projects.
4. Records aircraft movements and assigns space to aircraft to assure maximum utilization of facilities when necessary.
5. Responds to and investigates aircraft accidents.
6. Prepares informational and operational reports.
7. Conducts security checks of the airfield and other airport facilities, and responds to security violation.
8. Responsible for the identification of proper storage of hazardous materials transported as air cargo.
9. Responds to all emergencies such as disabled aircraft, bomb threats, terrorism and fuel spills, as required; administers immediate first aid; assists in maintaining equipment and supplies to be used in a natural disaster.
10. Controls and enforces the Airport's noise abatement regulations.
11. May be assigned temporarily to the duties of an operations supervisor, as necessary.
12. Performs related duties and responsibilities as assigned.

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JOB CODE TITLE: AIRPORT SAFETY OFFICER **JOB CODE: 9212**
Business Unit: COMMN

When assigned to Security:

1. Inspects and evaluates airport and tenant facilities, access controls, barriers, fences and lighting for compliance with Airport and Federal Civil Aviation Security Regulations; suspends operations when unsecured conditions are discovered and re-opens operations when inspection indicates unsecured conditions have been rectified.
2. Ensures compliance with and enforces proper procedures for Airport's Access Control system to prevent unauthorized an/or unescorted access to the Air Operations Area (AOA), challenging personnel proper Airport identification media.
3. Responds to and investigates security breaches and violations; conducts interviews; recommends corrective action, prepares and files appropriate reports and conducts follow-up inspections; makes assessments of modifications completed.
4. Issues admonishments for safety and security violations; maintains and updates admonishment database.
5. Conducts routine and special-emphasis security checks of facilities and airfield, responds to and investigates security calls and access control alarms.
6. Oversees security operations for construction projects, special events and other special security operations to ensure compliance with the Airport Security Program (ASP); provides proper security materials and conducts briefings to appropriate entities.
7. Monitors the procedures and operations of air carriers with security responsibilities over Exclusive Areas as established by agreement with the Airport.
8. Provides Airport staff and aviation and non-aviation tenants with regulatory information and guidance.
9. Responds to and assists in all security emergencies and crises' such as Explosive Device threats, air piracy and terrorism.
10. Prepares informational and operational reports.
11. Provides special administrative or management assistance to Assistant Airport Security Coordinator in support of the Airport Security Program (ASP).
12. Performs related duties and responsibilities as assigned.

JOB RELATED & ESSENTIAL QUALIFICATIONS:

Knowledge of: Airfield and Airport Safety & Security principles, methods, practices and equipment.

Ability to: Write operational and investigative reports; read and comprehend FAA regulations and State and Local codes; communicate effectively and establish good working relationships; work under stressful physical and emotional conditions on a daily basis including adverse weather, exposure to radioactive materials, high noise levels and rotating shifts; solve problems quickly and prioritize varied demands.

Skill to: Apply first aid and CPR; move barriers during construction activities.

JOB CODE TITLE: AIRPORT SAFETY OFFICER

JOB CODE: 9212
Business Unit: COMMN

EXPERINCE & TRAINING GUIDELINES:

1. Two (2) years field operations experience at an airport, airbase, airline and military base, **OR**
2. Two (2) years security experience within the military, law enforcement, or physical security operations, **OR**
3. Possession of a Bachelor of Science Degree in the field of Aviation management or a related field from an accredited college or university, **AND**
4. Possession of a current valid Driver's License (California driver license and Airport driving permit must be obtained to be eligible for employment.)

Effective Date: February 3, 1992

Retitled and Amended: **7/28/00**

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

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SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR AIRFIELD SAFETY OFFICER CODE: 9213

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs airfield inspection and enforcement duties including inspecting airfield and runway areas to insure safe and efficient operating conditions, controlling airfield surface traffic, enforcing safety regulations governing the use of airfield areas, facilities and equipment; inspecting airfield and runway conditions; supervises Airfield Safety Officers engaged in similar duties; and performs related duties as required. Nature of work involves some exposure to hazardous conditions and to adverse weather conditions.

DISTINGUISHING FEATURES:

This class is characterized by its immediate responsibility for safe operating conditions of the airfield and the day-to-day enforcement of Airport and Federal Aviation Administration rules and regulations. Positions in this class are distinguished from Airfield Safety Officer by their responsibility for immediate supervision, evaluation and on the job training of employees in the latter class.

EXAMPLES OF DUTIES:

1. Supervises and participates in the inspection of airfield runways, taxiways and apron areas, airfield lighting and tenant airfield operations for conformance to safety requirements and compliance with Airport and FAA regulations and standards; controls airfield surface traffic and enforces airfield ground traffic regulations.
2. Supervises Airfield Safety Officers engaged in airfield inspection and regulation enforcement duties; trains and evaluates Airfield Safety Officers.
3. Evaluates airfield operating conditions for aircraft; measures runway surface friction; assists in coordinating the opening and closing of runways.
4. Inspects cargo on aircraft and in storage facilities to insure that the storage and handling of hazardous and radioactive materials are in conformance with federal, state and local regulations.
5. Orients tenant employees to airfield operation requirements; assists in the operation of the License and Permit Bureau; administers driving tests, issues airfield driving licenses; inspects taxicabs and limousines for operational deficiencies, issues operation permits for taxicabs and limousines.
6. Inspects the work of various maintenance and engineering groups on the airfield to insure the continuing safe operation of the airfield; provides airfield escorts to maintenance crews, tenants and others.
7. Responds to all airfield emergencies such as disabled aircraft and bomb threats; administers immediate first aid; assists in maintaining equipment and supplies of a field medical facility; assists in maintaining equipment and supplies to be used in a natural disaster.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by two years experience in airfield inspection and enforcement for a large airport; or an equivalent combination of training and experience.

CLASS TITLE: SENIOR AIRFIELD SAFETY OFFICER CODE: 9213

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: San Francisco International Airport rules and regulations, Federal, State and local laws governing aeronautical operations; requires a good knowledge of airport operations and terminology, Airport policies and procedures, particularly safety and emergency procedures, requires a general knowledge of first aid techniques.

Requires ability to: think and act quickly in an emergency situation, remain alert to prevent injury to persons and/or damage to airport property, administer first aid, supervise and train subordinates effectively; deal tactfully and effectively with others; follow written and oral instructions; prepare operational and informational reports.

Licenses:
1. Possession of a valid California driver's license.
2. Possession of a valid advanced first aid certificate.
3. Possession of a valid restricted radio-telephone operator's license issued by Federal Communications Commission.

NEW CLASS

ADOPTED: 11-17-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT POLICE LIEUTENANT CODE: 9215

CHARACTERISTICS OF THE CLASS:

Under general direction, on an assigned shift, directs and supervises the operations of a watch or unit of the San Francisco International Airport Police Bureau; directs, controls and schedules subordinate officers assigned to a watch or unit; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the second-line supervisory level in the Airport Police series. Positions in this class are distinguished from the higher class 9216 Airport Police Captain in that they are responsible for an assigned watch or unit, within a section. The class Airport Police Captain directs and controls a section of Airport Police Officers which may consist of several watches or units. The Lieutenant class reports to the Airport Police Captain and supervises positions in the lower level class of Airport Police Sergeant. Airport Police Lieutenants serve as peace officers while engaged in the performance of their duties according to California Penal Code Section 830.4(k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs, supervises and reviews the work of Airport Police personnel on an assigned watch; communicates orders and other pertinent information to subordinate officers; conducts personnel inspections; reviews daily work schedules; maintains subordinate's performance records, to be available for inspection by the Section Captain; maintains a daily watch assignment record.
2. Assists in the enforcement of county, state and federal laws applicable to the San Francisco International Airport involving law enforcement, security, traffic control and related activities; supervises the enforcement of Airports Commission and airport management rules, policies and procedures relating to police matters.
3. Evaluates traffic problems, considers alternatives, and implements solutions to insure the smooth flow of traffic.
4. Reviews and approves all police reports and all arrests made by members of an assigned unit or watch.
5. Responds to and takes charge of serious emergencies until relieved by a superior officer; prepares reports on such activities.
6. May be required to appear in court to give testimony in arrest or accident cases.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications ...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

CLASS TITLE: AIRPORT POLICE LIEUTENANT CODE: 9215

Knowledge, Abilities and Skills: General knowledge of: Modern principles of law enforcement work; administrative practices, personnel management, organizational methods and procedures; California Vehicle Code, Penal Code, pertinent Federal Aviation regulationS, operating policies of the San Francisco International Airport and the physical layout of the airport.

Considerable ability to: Deal courteously, effectively and tactfully with subordinates, superiors, other Airport employees, other city departments, representatives of governmental agencies and the general public.

Skill and training in the use of firearms.

License: Requires possession of a valid California State Motor Vehicle Driver's License.

ADOPTED: 2-5-73
AMENDED: 3-16-81; 3-10-86

#0077b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT POLICE CAPTAIN CODE: 9216

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, directs and supervises the operations of a section of the San Francisco International Airport Police Bureau; plans and coordinates staffing and budgeting for an assigned section; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the third line supervisory level in the Airport Police series. The positions in this class are distinguished from class 9215 Airport Police Lieutenant in that the latter are responsible for a watch or unit within a section while the Captains are each responsible for a section, consisting of several units or watches. The Captains supervise the Lieutenants and report directly to the Chief, Bureau of Airport Police. Positions in this class are on call 24 hours. Airport Police Captains serve as peace officers while engaged in performance of their duties according to California Penal Code Section 830.4 (k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, directs and supervises the operations of a section of the San Francisco International Airport Police Bureau; develops plans for personnel deployment.
2. Within an assigned section, directs the enforcement of County, State and Federal laws applicable to the San Francisco International Airport involving law enforcement, security, traffic control and related activities; supervises the enforcement of Airports Commission and airport management rules, policies and procedures; coordinates law enforcement activities with the Federal, State and local police agencies.
3. Reviews and submits reports and recommendations concerning law enforcement and traffic activities; makes recommendations concerning the revisions to security rules, methods and policies.
4. Reviews and investigates complaints concerning law enforcement activities made by airport tenants, the public and others; initiates remedial action when appropriate.
5. As assigned, meets with and speaks before various organizations, associations, committees, governmental agencies and other groups; performs other public relation duties as directed by airport management.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

CLASS TITLE: AIRPORT POLICE CAPTAIN CODE: 9216

Knowledge, Abilities and Skills: Comprehensive knowledge of: modern principles, methods and practices of effective law enforcement; personnel management and administrative practices; California vehicle code and penal code; pertinent Federal Aviation regulations, airport rules, regulations and operating methods and procedures; airport transit and vehicle routes and the physical layout of the airport.

Considerable ability to: enforce airport rules and regulations relating to law enforcement functions, city and state laws and ordinances; assist in the organization, supervision and training of a large group of Airport Police personnel; review and approve both routine and special reports of airport security activities and make recommendations accordingly; deal courteously and effectively with a wide variety of airport personnel, representatives of city departments, law enforcement agencies and the general public.

Skill and training in the use of firearms.
Requires possession of a valid California Driver's License.

ADOPTED: March 16, 1981

AMENDED: March 10, 1986

#0076b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY CHIEF, BUREAU OF AIRPORT POLICE CODE: 9217

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, assists the Chief, Bureau of Airport Police in planning, directing and managing the operations of the Airport Police Bureau; coordinates staffing and budgeting for Airport Police sections; oversees a continuing training program; acts for the Chief in his/her absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class serves as second-in-command to the Chief, Bureau of Airport Police and assumes the Chief's duties in his/her absence. The Deputy Chief manages the Administrative Services Section, directs the activities of specialized police teams and is responsible for coordinating operations between shifts. The incumbent must be on call 24 hours a day. The incumbent serves as a Peace Officer while engaged in the performance of duties according to California Penal Code Section 830.4 (k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assists the Chief, Bureau of Airport Police in planning and managing the operations and personnel of the Airport Police Bureau.
2. Coordinates police activity between day and swing shift field operations to ensure consistent compliance with law and policy enforcement.
3. Manages the Administrative Services Section, including police personnel and police records; serves as liaison between Federal Aviation Administration and police and between the Northern Judicial Court and police.
4. Manages and directs the activities of specialized police services and teams including the police plainsclothes detail, the police containment team, and the Airport Police drug enforcement detail.
5. Coordinates the response to all major emergencies such as bomb threats, hijackings and plane crash incidents until relieved by the Chief.
6. Implements training policies through supervision of the Training Manager; develops and enforces safety rules and regulations to reduce hazards; reviews accident reports in an effort to determine and eliminate the cause of incidents.
7. Submits reports and recommendations for improvement in the operations of all law enforcement activities to the Chief, Bureau of Airport Police; makes recommendations for revisions to law enforcement rules, methods and policies.
8. Conducts investigations of complaints made against ranking police staff members of airport tenants, the public and others; makes recommendations to the Chief.
9. Represents the Airport Police Chief in meetings with various organizations, associations, committees, governmental agencies and other groups; performs other public information duties as directed by the Airport Police Chief.
10. Assumes Aiport Police Chief's duties in her/his absence as assigned; maintains continuity in police operations between sections; contacts the Chief for instructions, if necessary, and upon the Chief's return, reports all irregularities that occurred.

CLASS TITLE: DEPUTY CHIEF, BUREAU OF AIRPORT POLICE CODE: 9217

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: A thorough knowledge of: Modern principles and techniques of law enforcement, particularly as applied to airport operations; administrative practices, personnel management, organizational methods and procedures; California Vehicle Code, Penal Code, Federal Aviation security regulations, operating policies of the San Francisco International Airport and the physical layout of the airport.

Ability to: Exercise initiative and sound judgement; formulate management policy concerning law enforcement matters; implement policies in the form of an effective law enforcement program; deal effectively with management, subordinates, departmental employees, other City departments, representatives of governmental agencies and the general public.

Skill and training in the use of firearms.

Licenses: Requires a valid California driver's license.

ADOPTED: 3-10-86

#0086b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF, BUREAU OF AIRPORT POLICE CODE: 921B

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, plans, directs and coordinates the law enforcement program of the San Francisco International Airport; develops and directs a continuing training program for airport police personnel; coordinates airport police activities with Federal regulatory agencies, State and local law enforcement agencies and security personnel employed by airport tenants and other private concerns; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the top management position in the Airport Police Bureau. The Chief has overall responsibility for the operations and personnel of the Bureau. The Chief reports directly to the Deputy Director of Operations and must be on call 24 hours a day. The incumbent serves as a peace officer while engaged in the performance of duties according to California Penal Code Section 830.4 (k).

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, directs and coordinates the operations of the Bureau of Airport Police, San Francisco International Airport.
2. Directs the enforcement of Federal, State and County laws applicable to the San Francisco International Airport, including security, vehicular traffic control and related activities; enforces airport management rules, policies and procedures.
3. Coordinates airport police activities with other law enforcement agencies.
4. Reviews and approves training policies and ensures implementation of changes in accordance with P.O.S.T. standards.
5. Reviews and directs the operation of all law enforcement activities; reviews recommendations for improvement of operations; reviews recommendations for revisions to law enforcement rules, methods and policies and submits reports to Airport management.
6. Reviews investigations of complaints made by airport tenants, the public and others concerning law enforcement activities; directs remedial action when appropriate; conducts investigations concerning complaints against the Airport Police Captain level and above.
7. Evaluates and approves recommended safety rules and regulations to reduce hazards; reviews accident reports in an effort to determine and eliminate the cause of incidents.
8. Represents airport management in meetings with various organizations, associations, committees, governmental agencies and other groups; performs other public information duties as directed by the airport management.
9. When required, gives testimony in court proceedings.

CLASS TITLE: CHIEF, BUREAU OF AIRPORT POLICE CODE: 9218

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: A thorough knowledge of: Modern principles and techniques of law enforcement, particularly as applied to airport operations; administrative practices, personnel management, organizational methods and procedures; California Vehicle Code, Penal Code, Federal Aviation Security Regulations, operating policies of the San Francisco International Airport and the physical layout of the airport.

Unusual ability to: Exercise initiative and sound judgment; formulate management policy concerning law enforcement matters; implement policies in the form of an effective law enforcement program; deal courteously and effectively with management, subordinates, departmental employees, other City departments, representatives of governmental agencies and the general public.

Skill and training in the use of firearms.

License: Requires a valid California driver's license.

This classification is exempt from Civil Service examination per Charter Section 3.692.

ADOPTED: 2/28/72
AMENDED: 3-10-86
0087b

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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: AIRPORT OPERATIONS SUPERVISOR

JOB CODE: 9220
Business Unit: COMMN

DEFINITION: Under general direction, supervises Airport Safety Officers engaged in duties that assure the safe, secure and efficient operation of the Air Operations Area and other airport facilities. Manages and administers the Airport Security Program. Directs the notification of aeronautical users through federal and other communication channels; coordinates the movement of repair, maintenance and engineering groups on the airfield; also directs and assists in rescue efforts in response to emergencies, and prepares incident reports; and performs related duties as required.

DISTINGUISHING FEATURES:
The 9220 Airport Operations Supervisor is distinguished from Class 9212 Airport Safety Officer in that it supervises the former class during an assigned shift. The 9220 Airport Operations Supervisor is further distinguished from the higher level 9222 Airport Operations Coordinator in that it is supervised and directed by the higher level classes.

SUPERVISION EXERCISED: Incumbents in this class supervise Airport Safety Officers involved in routine security checks and related duties of facilities and airfield.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

Airfield Supervisor

1. Prioritizes and coordinates scheduling with Maintenance Division; coordinates the schedule of craft workers in order to maintain FAA certification requirements and overall safety of the Air Operations Area.
2. Coordinates airport tenant maintenance activities to ensure safety, security and efficiency requirements are met.
3. Supervises Airport Safety Officers, prioritizing and assigning work to facilitate changing conditions on the Air Operations Area.
4. Responds in person, by phone, or by radio to all airport emergencies. Contacts supplemental workers necessary to control various situations including: aircraft accidents, fires, bombings, hijackings, hazardous materials incidents, vehicle accidents, power failures and water main breaks.
5. Prepares reports including: Notice to Airmen, incident reports, surveys, taped telephone messages, daily shift reports, response to management request reports, performance evaluations, monthly reports and irregularity in tenant use reports.
6. Reviews Air Operations Area reports for accuracy, clarity, content and grammar, as they become permanent records. They include: daily runway and taxiway reports, night time noise clearance center reports, lighting reports, field incidents, vehicle incidents, aircraft accidents, ramp inspections, admonishment and security reports.
7. Develops, conducts and schedules training for Airport Safety Officers in all job areas related to Airfield safety and security (including working relationships with other airport personnel, tenants, and contractors on specific programs).
8. Administers the enforcement of corrective actions to ensure tenant compliance with Airport regulations.
9. Conducts basic investigation of noise complaints; implements a cursory assessment of field conditions and refers complaints received to the Noise Abatement Division for response.
10. Performs related duties and responsibilities as required.

JOB CODE TITLE: AIRPORT OPERATIONS SUPERVISOR **JOB CODE: 9220**
Business Unit: COMMN

Security Supervisor

1. Ensures the security integrity of the Airport; monitors and evaluates the Airport's security posture; directs and coordinates routine security checks of facilities and airfield; recommends procedures, enhancements and measures.
2. Supervises Airport Safety Officers performing surveillance, investigation, compliance and enforcement duties related to Federal Aviation Regulations - Part 107(Airport Security) and the Airport Security Program.
3. Directs the inspection and evaluation of Airport tenant facilities, access controls, barriers, fences and lighting for compliance with Airport and Federal Civil Aviation Security Regulations.
4. Develops and implements programs, plans, procedures, measures and initiatives directed at enhancing the Airport Security Program; assists the Assistant Airport Security Coordinator in preparing Airport Security Program amendments for FAA approval.
5. Provides response and follow-up to security breaches and violations; recommends corrective actions; prepares appropriate reports; conducts inspections and interviews; makes assessments.
6. Oversees and monitors special security enhancements including security admonishment program, contract security, special events, interim changes to the Airport Security Program and Airport Operations Bulletin.
7. Acts as a liaison to the FAA, tenant organizations and governmental agencies on all issues affecting Airport security including operations, facilities maintenance, regulations, construction and special requests.
8. Oversees monitoring of procedures and operations by air carriers subject to Federal Aviation Regulations. Specifically, Parts 108 (Airplane Operator Security), 109 (Indirect Air Carrier Security), and 129 (Operations: Foreign air carriers and foreign operators of U.S. registered aircraft engaged in common carriage), which have security responsibility over an exclusive area as established by agreement with the Airport.
9. Provides Airport staff, aviation and non-aviation tenants with regulatory information and guidance on Federal Aviation Regulations and Airport Security Program requirements.
10. Monitors and assists, if needed, in all security emergencies and crises such as Improvised Explosive Device threat, air piracy and terrorism.
11. Schedules assignments of subordinates; ensures proper utilization of staff and material resources; prepares required reports.
12. As directed, assumes the responsibilities of Assistant Airport Security Coordinator; provides administrative and management assistance to Assistant Airport Security Coordinator.
13. Directs monitoring of the Quality Standards Program for aviation security vendors providing services to airport, air carrier and airfreight tenants.
14. Performs related responsibilities and duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Airport Operations Supervisor

Knowledge of: Airfield Operations including safety and security principles, methods and practices, including a working knowledge of Federal Aviation Regulations, specifically, Parts 139 (Certification and Operations: Land airports serving certain air carriers), 107 (Airport security) and 77 (Objects affecting navigable airspace); other applicable Federal Aviation Regulations, Codes and Laws; applicable workplace laws including those pertaining to sexual harassment, FMLA, ADA, EEO, workplace violence and a drug-free workplace; principles and procedures involved in compliance enforcement and management of Airport and Federal Civil Aviation Security Regulations for Category X (Large

International) Airport; principles and procedures of airport and air carrier operations, procedures and terminology; physical security systems and controls; airport law enforcement and laws of arrest; appropriate techniques and enhancements to counter terrorism.

Ability and skill to: Interpret and apply the 150 series information from the Regulations' Advisory Circuit (which concerns airport - planning, federal aid, surplus property, compliance, safety, design, construction and maintenance); interpret blueprints of construction activities on the airfield in order to plan for airfield safety and security; apply managerial and supervisory techniques to coordinate activities of a group of Airport Safety Officers and other personnel engaged in Airfield Operations; receive and convey information via telephone, in person, and by two-way radio under stressful conditions; exercise good judgment and solve problems; think and respond expeditiously; follow oral and written directions; generate accurate administrative documents.

EXPERIENCE AND TRAINING GUIDELINES:
Four years experience at a major airport, airbase or airline in field-related operations performing airfield safety and inspection duties equivalent in scope and level to Class 9212, Airport Safety Officer; and

Possession of a current, valid, Class C driver license; and

Substitution:
Education may be substituted for the qualifying experience requirement as follows:

Possession of an Associate of Arts or Science degree from an accredited college or university (or equivalent 60 college units) AND three (3) years of experience at a major airport, airbase or airline in field-related operations performing airfield safety and inspection duties equivalent in scope and level to an Airport Safety Officer; or

Possession of a Baccalaureate degree from an accredited College or University in Aviation Management (or related aviation field) AND two (2) years of experience at a major airport, airbase or airline in field-related operations performing airfield safety and inspection duties equivalent in scope and level to an Airport Safety Officer.

Physical Requirements: Upon appointment offer, candidates must be examined by the Civil Service Commission's physician. They must meet minimum standards for hearing, color vision, visual acuity, and other prescribed physical standards, and be free from any physical, emotional, or mental condition, which might effect ability to perform the duties of the classification.

EFFECTIVE DATE: January 6, 1992
AMENDED DATE: July 28, 2000
REASON FOR AMENDMENT: to accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

DOCUMENTS DEPT

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CLASS TITLE: AIRPORT OPERATIONS COORDINATOR CODE: 9222

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and coordinates the activities of the field operation and traffic control system of the airport operations division; as directed, prepares and makes recommendations necessary for the establishment and maintenance of standard operating practices as a guide to subordinates in the operations division; and performs related duties as required.

Requires responsibility for: coordinating and enforcing policy, regulations and procedures concerning field operations and traffic control system activities; assisting in the development of new operating practices and procedures; safeguarding of equipment and facilities of high value; regular contact with representatives of various agencies and grups, government officials, employees and others to explain and interpret regulations and procedures to obtain cooperation in mutual airport problems; preparing, checking and reviewing important operational reports involving the analysis of facts to determine action to be taken as a basis for making recommendations and decisions on important and difficult operational problems.

EXAMPLES OF DUTIES:

1. Supervises, through subordinate personnel, the inspection of airport facilities, including runways, taxiways, apron areas, gate positions, terminal building, service and other roads, and the entire airport operational area in order to assure safe and efficient operation.
2. Coordinates field traffic control and security operational activities with federal agencies, commercial airlines, local, state and federal enforcement agencies and engineering and construction personnel engaged in work on airport facilities, and with the arrival and departure of visiting dignitaries and representatives of other agencies.
3. Establishes training program for operations division; maintains current civil air regulations and F.A.A. Technical Standard Order Library.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college or university, supplemented by six years of experience in the operational phases of a major air terminal, including two years at a supervisory level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: federal, state and local rules and regulations, practices, policies and terminology; principles of air navigation; aircraft operational requirements.

Requires ability to: deal courteously and effectively with employees, representatives of other agencies and visiting dignitaries; establish and coordinate a training program for subordinate personnel; coordinate the activities of various groups having diverse interests.

Licenses: Requires possession of a: valid state motor vehicle operator's license; valid advanced first aid certificate; restricted radio-telephone operator's license.

CLASS TITLE: AIRPORT OPERATIONS COORDINATOR (continued) CODE: 9222

PROMOTIVE LINES:

To: Airport Operations Superintendent

From: Airport Operations Supervisor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT JANITRESS CODE: 9224

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine manual cleaning tasks in San Francisco International Airport buildings, other facilities and surrounding areas on an around-the-clock operation while under continual use by the public, tenants and passengers; and performs related duties as required.

Requires responsibility for: following established procedures in the application of simple manual skills and the use of simple tools; equipment and supplies to clean interior of buildings or assigned areas. Nature of work requires continuous light physical effort, with occasional exposure to accident and injury hazards or to some disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans and sterilizes cribs and nursery equipment for airport nursery and cleans after airsick women and children.
2. Answers pages and emergency calls and opens dressing rooms for repairmen.
3. May collect money from dressing rooms and may be called on to assist Airport Security Officer in emergency cases.
4. Aid distressed, disturbed or lost passengers and their children.
5. Cleans and scrubs lavatories, concourse restrooms; polishes fixtures, mirrors and furniture surfaces; replenishes lavatory supplies.
6. Sweeps, mops, vacuums and dusts stairways, hallways, offices and floors; polishes furniture, empties waste baskets and ash trays.
7. In recreation areas, sweeps and cleans dressing rooms, locker room and adjacent facilities and areas while in continual use by the public.
8. When requested, may give public or tenants information and directions.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least one year of experience in janitorial work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: methods used in general cleaning activities; tools, equipment and supplies used in janitorial work.

Requires ability to: read and write; understand and follow simple written or oral instructions; present a pleasing manner and neat appearance.

PROMOTIVE LINES:

To: Housekeeper
House Mother

From: Original Entrance Examination

ADOPTED: 3/5/64

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: AIRPORT OPERATIONS SUPERINTENDENT CODE: 9226

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, assists the Airport Assistant General Manager (Operations and Maintenance) in administering the operations, security and communication activities of the airport department; upon assignment, represents management at air transport and other meetings; analyzes and makes recommendations on regulations affecting airport operations policy; and performs related duties as required.

Requires responsibility for: developing and enforcing policies, regulations and procedures governing aerial and ground traffic control systems for the efficient and safe operations of airport facilities; developing, recommending and carrying out approved policies with reference to airport operations and the future plant expansion program, including operating practices involving leases, contractual and other agreements, budget and fiscal matters; frequent contact with administrative officials, representatives from other agencies, airport tenants and others to explain management operational policy.

EXAMPLES OF DUTIES:

1. Assists the Airport Assistant General Manager (Operations and Maintenance) in directing the operational, security and communication activities at airport and heliports under the jurisdiction of the Public Utilities Commission.

2. Directs the development of operational programs, procedures, manuals, instructions and training programs relating to the capabilities of the facility to safely handle aeronautical operations on runways, taxiways, aprons, and also including lighting and markings, ground safety, aircraft fire protection, medical facilities, emergency planning, civil defense, security, traffic control and communications.

3. Coordinates the operational activities of tenants, aircarriers, governmental agencies, general aviation and others, and effects compliance with operational, security and communication procedures and regulations.

4. Supervises and participates in the dissemination of information to, and meeting with airport tenants and others concerning the use of facilities and interpreting policies regarding operational practices and procedures.

5. Establishes and administers procedures required for the acquisition of maintenance services and work, supplies, aeronautical, safety and traffic signs, and other services required in connection with the functional activities and physical facilities under operations' jurisdiction.

6. Initiates, prepares and submits through the airport assistant general manager (operations and maintenance), recommendations concerning revisions to or the promulgation of rules and regulations pertaining to operational activities; reviews operational reports concerning accidents and incidents and takes required action, including notification of insurance carriers; determines whether or not contents of such reports may be released.

7. Addresses civic groups, service groups, fraternal orders and others to develop understanding and support of the airport and its problems, growth, potentialities and needs; when assigned, acts as host to visiting individuals or groups whose background or interest lie in airport management field.

8. Submits budgetary requirements for operational and communications division; directs the preparation of work schedules pertaining to all operations and communication functions.

9. Makes recommendations pertaining to the improvement of the security of the airport.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in airport management, business administration, engineering, or a related field.

Requires at least eight years of progressively responsible experience in the operation phases of a major civil airport terminal, including two years at the administrative level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: aviation and airport operations; administrative practices, procedures, policies, trends, Federal, State and local rules and regulations; good knowledge of administrative practices, personnel management, organization methods and procedures.

Requires ability to: deal effectively with employees, representatives of other agencies, visiting dignitaries and others; express thoughts clearly, both verbally and in writing.

Desirable Qualifications: Ability to meet professional membership requirements of the American Association of Airport Executives.

PROMOTIVE LINES:

To: Airport Assistant General Manager, Operations and Maintenance

From: Airport Operations Coordinator
Airport Operations Supervisor
Original Entrance Examination

Adopted: 10/4/62

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT JANITOR CODE: 9227

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine manual cleaning tasks in San Francisco International Airport buildings, other facilities and surrounding areas on an around-the-clock operation while under continual use by the public, tenants and passengers; and performs related duties as required.

Requires responsibility for: following established methods and procedures in the application of simple manual skills and use of cleaning tools, equipment and supplies to clean interiors of airport buildings, other facilities and surrounding areas. Nature of work requires sustained physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Mops up all spillage by airsick people and animals; sweeps, scrubs, mops, spots and waxes floors and connecting concourses; vacuums and cleans rugs and carpets while in continual use by public and tenants.
2. Answers all pages and emergency calls; takes care of lost children until parents are located; makes minor repairs for safety of passengers until reported to foreman for appropriate action.
3. Vacuum carpets in radar room and tower; cleans, dusts, and polishes cabinets, furniture and woodwork; empties and cleans waste receptacles.
4. Cleans stairways, hallways, and concourses; cleans and disinfects restrooms and replenishes supplies; cleans offices and lobbies; cleans ceilings, walls, window shades, light fixtures and venetian blinds.
5. Assists in moving and arranging furniture and equipment.
6. Turns out lights and locks doors and windows.
7. Operates scrubbers, buffers, waxers and related electrical appliances and equipment; may tend simple, low pressure heating systems.
8. In airport areas, reports evidences of vandalism, broken plumbing, windows, doors, locks.
9. May wash interior glass partitions in terminal buildings and interior and exterior windows which can be easily reached from floor or ground level.
10. When requested, may give public or tenants information and directions.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least one year of experience in janitorial work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of: the methods, materials, chemicals, disinfectants, safety practices, and equipment used in janitorial work.

Requires ability and skill to: use and care for janitorial equipment and supplies; read and write; follow written and oral instructions; present a pleasing manner and neat appearance.

CLASS TITLE: AIRPORT JANITOR (Continued)

CODE: 9227

PROMOTIVE LINES:

To: Airport Janitor Foreman
Janitor Sub-Foreman

From: Janitor
Original Entrance Examination

ADOPTED: 3/5/64

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT CUSTODIAL SERVICES SUPERVISOR I CODE: 9228

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a large group of janitorial employees engaged in cleaning activities at the San Francisco International Airport buildings, other facilities and surrounding areas on an around-the-clock operation; performs duties while the airport facilities are under continuous use by the public, tenants and passengers; requisitions, receives and issues janitorial supplies and equipment; prepares work schedules; inspects facilities to be cleaned; recommends new cleaning methods; and performs related duties as required.

Requires responsibility for: interpreting, co-ordinating and enforcing methods and procedures related to cleaning airport facilities and other janitorial activities; making occasional contacts with the general public, tenants, and others in handling complaints, exchanging information and explaining regulations concerning janitorial service; the preparation and maintenance of personnel records and other activity reports. Nature of supervisory work requires considerable standing and walking in checking work performance over a wide area.

EXAMPLES OF DUTIES:

1. Supervises a large janitorial group at the airport engaged in sweeping, mopping and waxing floors, dusting and polishing furniture, washing walls, cleaning and sanitizing restrooms and other general cleaning duties while in continual use by the public, tenants and passengers; instructs and/or supervises the instruction of janitors in performing various tasks and in handling and maintaining equipment.
2. Requisitions, receives, replenishes and issues janitorial supplies, materials and equipment; schedules and keeps records of all work done and to be done at the airport.
3. Investigates and suggests changes in, or new methods of, cleaning airport facilities during continual use.
4. Prepares daily work and vacation schedules.
5. Supervises furniture and equipment moving activities being courteous and careful with the public so as not to injure or alarm them; fills out industrial accident forms, when necessary.
6. Makes field checks of airport buildings and other assigned areas to see that work is progressing satisfactorily, inspect completed work and see that all doors and windows are properly secured.
7. Receives complaints from tenants, passengers, or public about janitorial service and makes or recommends necessary corrections to affect improvements; exercises disciplinary action as necessary.
8. Supervises the operation and care of airport janitorial appliances and equipment; issues keys, supplies and equipment to janitorial employees; may open doors for tenants when requested.
9. Responds to calls on a public address system with reference to complaints and emergency situations throughout the airport.
10. When requested, gives public or tenants information and directions.

CLASS TITLE: AIRPORT CUSTODIAL SERVICES SUPERVISOR I (continued) CODE: 9228

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by five years of janitorial experience including two years supervising janitorial work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad knowledge of: modern janitorial methods, materials and equipment, including the use of electrical vacuum cleaning, waxing and buffing appliances; disinfectants, soaps, waxes and cleaning compounds; sanitray and safety measures used in janitorial work.

Requires ability to: plan, organize and supervise the work of a large group of janitorial employees; give on-the-job instruction in janitorial practices; use forms for requisitioning janitorial supplies and equipment; prepare and maintain simple activity and related reports; deal courteously, effectively and tactfully with subordinates, other employees, tenants, and the general public.

PROMOTIVE LINES:

To: 2719 Janitorial Services Assistant Supervisor
2730 School Custodial Services Supervisor I
2732 School Custodial Services Supervisor II
9230 Airport Custodial Services Supervisor

From: 2716 Custodial Assistant Supervisor

AMENDED: 4/23/64

Retitled: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT CUSTODIAL SERVICES ASSISTANT SUPERVISOR CODE: 9229

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the overall supervision and direction of janitorial services in an airport terminal building and related areas; exercises work direction, through subordinate supervisory personnel, over janitors, janitresses and window cleaners in connection therewith; and performs related duties as required.

Requires responsibility for: coordinating, interpreting, enforcing and assisting in the development of policies, methods and procedures related to janitorial activities; observing all safety precautions for work at dangerous heights; safeguarding janitorial equipment and supplies of considerable value; making contacts with the public and persons in other departments for the purpose of exchanging information regarding janitorial services and explaining procedures and regulations related thereto; maintaining regular reports of janitorial operations, activities and services.

EXAMPLES OF DUTIES:

1. Assists in the supervision of a large group of janitorial employees engaged in cleaning activities in airport buildings at various locations and related areas.
2. Conducts in-service training program; interviews and instructs new janitorial personnel regarding janitorial activities and the proper use of materials, equipment and supplies; subsequently evaluates the performance of probationary janitorial personnel and makes recommendations thereon.
3. Inspects a group of airport buildings and related areas to determine the quality and scope of janitorial services being rendered; investigates potential or actual hazards to the safety of employees and the general public; prepares reports on field inspections.
4. Checks and maintains a stock of janitorial supplies; checks janitorial work schedules to determine if they are current and equitable; assigns temporary janitors as needed.
5. Maintains personnel and time records of subordinates and prepares allocation of time reports; acts for the Airport Custodial Services Supervisor in his absence.
6. Issues keys to new tenants in the absence of the Airport Custodial Services Supervisor.
7. Inspects furniture and checks for damaged and missing furniture and reports same.
8. May give information or assistance to the public or tenants.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by six years of janitorial experience, including two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of janitorial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning offices and interiors of buildings; sanitary and safety measures in the operation of cleaning equipment in work areas; departmental rules and regulations as applied to janitorial services and activities.

Requires ability and skill to: plan and conduct a janitorial in-service training program; evaluate the performance of employees; supervise and inspect the work of subordinate personnel; apply modern janitorial methods and techniques to practical building maintenance problems; establish and maintain good working relations with subordinates and supervisory building maintenance personnel.

PROMOTIVE LINES:

To: Airport Custodial Services Supervisor

From: Airport Janitor Foreman

ADOPTED: 3/5/64

CLASS TITLE: AIRPORT CUSTODIAL SERVICES SUPERVISOR CODE: 9230

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and is responsible for all custodial services, furniture and other equipment in airport buildings, other structures and adjacent areas at the san francisco international airport; exercises general supervision and direction, through subordinates, over several large groups of custodial employees; requisitions cleaning materials and supplies; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating and enforcing policy, methods and procedures related to custodial services and assists in developing and initiating new procedures and methods; preventing considerable losses through supervising the safeguarding and handling of large volumes of cleaning and other materials, supplies and equipment; making occasional responsible contacts with the general public, representatives of outside organizations, other airport departments, for the purpose of exchanging information or explaining custodial services, procedures and regulations; keeping routine time, accident and work records.

EXAMPLES OF DUTIES:

1. Plans, coordinates and supervises, through subordinate supervisory personnel, the work of all custodial employees engaged in cleaning buildings, concourses, piers and surrounding areas at the san francisco international airport; inspects completed work; checks and reviews time and other personnel records; exercises disciplinary action or makes recommendations thereon.

2. Investigates and adjusts complaints regarding janitorial service; analyzes methods by which work is performed, with a view to improve custodial services and utilization of employee time; instructs supervisory personnel in changes in cleaning procedures and methods.

3. Inspects cleaning equipment to insure safe operation; reviews and signs all industrial accident reports; inspects window cleaning operations performed under contract.

4. Requisitions, through airport maintenance superintendent, any need for preventative repairs to plumbing, roofs, ceilings, windows, walls, doors, glassware, stairs, floors, signs, and any needed painting in rooms, stairways and halls.

5. Maintains records of cleaning maintenance, lubrication and service records on all mechanized janitorial equipment.

6. Requisitions cleaning materials, supplies and equipment; tests new materials and equipment; signs material received forms for all contractual services performed for custodial department; maintains inventory control records of custodial supplies.

7. Inspects furniture; reports damaged and missing furniture; maintains a furniture inventory; arranges for repair of furniture.

8. Maintains all keys and key records for buildings; issues keys to new tenants; arranges for changes of key cylinders and all lock repairs; maintains a record of keys issued for all employees' lockers.

9. Supervises collection of coins from nursery, dressing rooms and pay toilets; reports all pay locks out of order.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of experience as a foreman or assistant to a supervisor of a large custodial force, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of cleaning methods of all types including knowledge of latest practices and materials used.

Requires ability to: organize, train and supervise groups of custodial employees working at different locations; handle complaints diplomatically and effectively; deal courteously, effectively and tactfully with subordinates, general public, and representatives of outside organizations; prepare clear and accurate work records and reports.

Requires skill in the use of small hand and mechanically controlled cleaning equipment.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Janitor Foreman

CLASS TITLE: AIRPORT MECHANICAL MAINTENANCE SUPERVISOR CODE: 9232

CHARACTERISTICS OF THE CLASS:

Under general direction: performs supervisory duties in maintaining, operating and repairing airport mechanical machinery and equipment; and performs related duties.

Requires responsibility for: interpreting, coordinating and enforcing the policy, methods and procedures related to the maintenance and repair of large and varied stationary mechanical machinery and equipment at the San Francisco International Airport; effecting considerable economies by supervising the proper operation, maintenance and servicing of mechanical equipment of high value; preparing and checking and reviewing inventory, repair and ordinary operating records and reports. Nature of work requires the application of a wide range of technical skill and procedures to determine proper action to be taken in maintaining and repairing large and varied mechanical machinery and equipment.

EXAMPLES OF DUTIES:

1. Supervises the operation and maintenance of stationary mechanical machinery and equipment at the San Francisco International Airport; assigns duties and work to operating engineers and others, and is responsible for completion of work; checks and approves time sheets.
2. Arranges schedules for routine servicing of plant equipment such as lubrication of machinery, washing down sewage pumping station sumps, cleaning filteration air ducts and filters, and tests of emergency equipment.
3. Maintains a machinery history of the mechanical equipment showing make, model, serial numbers, local dealers' name and address, repair data and cost of repairs.
4. Makes periodic personnel inspection of mechanical equipment, to determine its operating condition; personally participates in major repair work as required, and give final approval.
5. Compiles specifications and requisitions for repair work to be done on mechanical equipment by outside contractors.
6. Confers with construction engineers, inspectors and contractors engaged in the construction of new mechanical equipment, to become familiar with the new installation.
7. Prepares or countersigns all requisitions for materials or services submitted by the mechanical maintenance section; maintains a record of expenditures incurred by the section; assist in the preparation of budget estimates for the mechanical maintenance section.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school plus technical training in mechanical machinery and equipment supplemented by four years as a chief engineer on a ship or in a large industrial plant including some experience with steam operating and heating and ventilating equipment, or an equivalent combination of training and experience.

CLASS TITLE: AIRPORT MECHANICAL MAINTENANCE SUPERVISOR CODE: 9232
(continued)

Knowledge, Abilities and Skills: Considerable knowledge of stationary mechanical machinery operation maintenance and repair; good mechanical aptitude.

Requires ability to: organize and direct the work of subordinates; deal effectively and courteously with airport tenants and representatives of various outside organizations.

License: A valid State motor vehicle driver's license; a certificate as a chief engineer of an ocean going vessel desirable.

PROMOTIVE LINES:

To: Airport Maintenance Superintendent
Superintendent of Buildings and Grounds

From: Operating Engineer

CLASS TITLE: AIRPORT ELECTRICIAN CODE: 9240

CHARACTERISTICS OF THE CLASS:

Under direction, performs skilled electrician duties at the journeyman level in maintaining electrical facilities at the San Francisco International Airport, including a high and low-voltage electrical distribution system; collects data for electrical expansion projects; and performs related duties as required.

Requires responsibility for: carrying out and explaining policy procedures, rules and regulations governing the operation and maintenance of electrical facilities at San Francisco International Airport; applying technical skill in analyzing and testing high voltage equipment and circuits to assure efficient and continual operation; making frequent contacts with tenants, contractors and others to advise them as to the availability and location of electrical equipment; preparing and maintaining ordinary operational records. Nature of the work requires occasional exposure to working conditions where serious injuries might occur.

EXAMPLES OF DUTIES:

1. Maintains, operates and adjusts electrical primary power substations ranging from 2,300 to 12,000 voltage, including circuit breakers, relays, batteries and controls.
2. Maintains underground and overhead power lines; locates and isolates faulty sections and removes, installs and makes connections where necessary.
3. Installs watthour meter systems, connects potential transformers, current transformers, phase shifting transformers, test switches, reactive meters, demand meters and watthour meters.
4. Maintains, operates and repairs the airfield runway lighting system, including taxiways, guidance sign system, airways code beacon, rotating beacon and hazard lights.
5. Maintains, operates and repairs electric motors and control apparatus used in pumping drainage water and sewage.
6. Maintains, operates and repairs a high voltage street light system.
7. Maintains, operates and adjusts standby engine generators used for emergency power; checks electrical failures for airport tenants in the absence of tenant personnel in cases of emergency; maintains airport master clock system and slave clock.
8. Collects data for engineer's planned expansion projects and meets with tenants and contractors and advises on availability of facilities for future expansion projects; inspects completed work for compliance with airport standards and requirements.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by satisfactory completion of courses in basic electrical theory, AC and DC, including power transmission and control equipment.

Requires four years' journeyman electrician experience, including some industrial electrical, construction or maintenance work.

Knowledge, Abilities and Skills: Must have a good knowledge of electrical terms to understand the functions and workings of electrically controlled equipment; considerable ability to locate and correct any electrical trouble in the least possible time; handle and operate high voltage testing equipment and high voltage switchgear and transformers; ability to deal courteously, effectively and tactfully with representatives of other agencies and airport tenants.

License: Must have valid state motor vehicle drivers license; journeyman electrician's card.

PROMOTIVE LINES:

To: Head Airport Electrician

From: Entrance Examination

AUG 1 1978
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(NEW CLASS) Class Specs

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ELECTRICIAN SUPERVISOR CODE: 9241

CHARACTERISTICS OF THE CLASS:

Under direction, supervises and participates in highly skilled electrical work involving the maintenance and repair of electrical systems at the San Francisco International Airport, including the high and low-voltage electrical distribution system; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the lead worker level in the Airport Electrician series. A position in this class works under the direction of the Head Airport Electrician providing assistance to Airport Electricians in the maintenance and repair of high voltage power distribution systems.

EXAMPLES OF DUTIES:

1. Supervises and participates in the maintenance of high voltage electrical systems, such as electrical primary power substations ranging from 2,300 to 12,000 voltage, including circuit breakers, relays batteries and controls.
2. Supervises and participates in the maintenance of a variety of control components and ancillary equipment including but not limited to air, oil and vacuum switches, circuit breakers, instrument relays for electric currents and voltage, batteries and control power transformers.
3. Assigns duties in connection with the testing of underground and overhead power lines, various high voltage cables, generators, transformers and related equipment.
4. Personally performs difficult trouble-shooting assignments in connection with breakdowns in electrical systems and related ancillary equipment.
5. Supervises and participates in the maintenance and repair of airport runway lighting systems, including a taxiway sign system, airway beacon, hazard lights and power feeders, standby engine generators and street lighting systems.
6. As assigned, acts for the Head Airport Electrician in his absence; meets with tenants and contractors on alterations and repair matters pertaining to Airport electrical systems; assists engineering staff on electrical aspects of planned projects.
7. Maintains inventory of electrical components and other necessary supplies and tools; places orders for the maintenance of necessary stocks; contacts manufacturers regarding the availability of electrical components and equipment; may prepare specifications relating to the modification of equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by completion of a recognized apprenticeship and four years of industrial, high voltage electrical experience or an equivalent combination of training and experience.

CLASS TITLE: AIRPORT ELECTRICIAN SUPERVISOR CODE: 9241

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Must have thorough knowledge of: electrical terminology and equipment as it relates to high voltage power distribution systems; electrical systems and related ancillary equipment of a modern air terminal.

Requires ability to: Assign and supervise the work of subordinate personnel; inspect completed assignments for compliance with safety procedures and methods; work electrical mathematics problems; read blueprints and related technical materials; operate high voltage switch gear and transformers; meet and deal effectively with airport tenants and representatives of other agencies.

License: Must have a valid state motor vehicle driver's license.

PROMOTIVE LINES:

TO: Head Airport Electrician

FROM: Airport Electrician

ADOPTED: 6-19-78

CLASS TITLE: HEAD AIRPORT ELECTRICIAN CODE: 9242

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and participates in skilled electrical work concerned with the operation, maintenance and repair of electrical facilities at San Francisco International Airport, including a high and low-voltage electrical distribution system; confers with management and representatives of other agencies on technical electrical problems and airport electrical expansion projects and prepares reports thereon; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing policy, procedures, rules and regulations governing the operation and maintenance of electrical facilities at San Francisco International Airport; applying considerable technical skill to complex electrical problems to assure efficient and continual operation of extensive electrical facilities; making regular contacts with representatives of other outside organizations and agencies to explain electrical services and activities; assembling and preparing data or information on important operational and technical reports or supervises the preparation thereof. Nature of the work requires occasional exposure to working conditions where serious injuries might occur.

EXAMPLES OF DUTIES:

1. Supervises the maintenance of, maintains, operates and adjusts electric power substations including high and low voltage lines, feeders, transformers, circuit breakers, relays, batteries and controls.
2. Supervises the maintenance of and maintains airport underground and overhead power lines, replacing and reconnecting cables when indicated.
3. Supervises the maintenance of and maintains airport building lighting and power equipment, including ballasts, switches, receptables, meters, electrical and electronic components of heating, ventilating and air conditioning systems, mechanical doors, and others.
4. Supervises the maintenance of and maintains airport runway lighting system, including a taxiway sign system, airway beacon, remote control wind tee, hazard lights, and power feeders, standby engine generators, street lighting system
5. Prepares applications for electric energy service and associated construction report and keeps files of such applications and reports; prepares requisitions for the purchase of lamps, repair parts, wire, cable, watthour meters, and others; prepares rough draft of electrical items to be included in budget estimates.
6. Collects data for engineer's planned expansion projects such as size and availability of underground ducts, connected loads and load factors, and cable dimensions.
7. Meets with tenants and contractors on alterations or repair matters where electrical circuits are contemplated and identifies circuits, conduits, panels, meter sockets, and others; checks completed work for compliance with instructions and prior to approval by airport maintenance engineer.
8. Supervises the investigation of phenomena which may lead to failure of electrical equipment.

CLASS TITLE: HEAD AIRPORT ELECTRICIAN (continued) CODE: 9242

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by satisfactory completion of courses in basic electrical theory, AC and DC, including power transmission and controlled equipment.

Requires 6 years journeyman electrician experience including some industrial electrical construction or maintenance, at least 2 years of which must be at a supervisory level.

Knowledge, Abilities and Skills: Must have a comprehensive knowledge of: electrical terminology to understand the functions and workings of electrically controlled equipment; electric theory and its application to a modern air terminal; electrical facilities and all aspects of their construction and operation in order to reinstall power in case of failure; ability to: plan jobs and supervise others; handle and operate high voltage switch gear, transformers; ability and iniative to sufficiently head an electrical maintenance section; meet, work with and deal effectively with representatives of other agencies.

Licence: Must have a valid state motor vehicle driver's license; a journeyman electrician's card.

PROMOTIVE LINES:

To: General Foreman Electrician

From: Airport Electrician

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT BUSINESS DEVELOPMENT COORDINATOR CODE: 9245

CHARACTERISTICS OF THE CLASS:

Under general direction, formulates, implements and coordinates the Airport business development program; assists small and other businesses by explaining procedures and policies to enhance bid submissions for Airport contracts; interprets policy and recommends improvements to federal and local ordinances and legislation; researches Airport-related issues pertaining to small business development; represents the Airport at conferences; develops, implements and evaluates an annual public relations program for targeted business participation; and performs other duties as assigned.

DISTINGUISHING FEATURES:

This classification is responsible for the overall development and coordination of an Airport business development program whose goal is to attract qualified businesses as potential bidders for Airport concessions and other business opportunities. This class is distinguished from the Contract Compliance Officer I class in that the latter class assists in the implementation and maintenance of affirmative action and contract compliance programs; monitors statistics, investigates and reviews complaints, and recommends procedures to ensure compliance with equal opportunity objectives.

EXAMPLES OF DUTIES:

1. Develops policies and procedures to identify and inform targeted businesses of construction, concession or other business opportunities provided by the Airport; and makes recommendations for improvements to applicable ordinances and regulations to enhance business participation.
2. Explains Airports Commission's bidding, contracting, purchasing and concession procedures to potential bidders.
3. Recommends possible sources of financial or other technical assistance to contractors, and targeted businesses such as business assistance centers, Small Business Administration and Chambers of Commerce.
4. Develops and maintains contact with potential contractors, small businesses and business assistance centers to inform them of future construction projects, professional service contracts and anticipated retail concessions at the Airport.
5. Advises staff on appropriate strategies and methods for increasing small business participation, and provides information to staff on legislation and related issues impacting the Airport's small business program.
6. Responds to written and telephone requests for information regarding the Airport's business development program from interested contractors and others.
7. Gives speeches and presentations at seminars, meetings and other civic functions on the business development program's goals and activities in order to inform potential contractors of business opportunities at the Airport: develops conferences and seminars related to business development issues: plans and conducts the Department's annual public relations program for targeted participants.
8. Compiles and analyzes statistical data to determine the effectiveness of the program and recommends corrective measures to enhance program effectiveness; and prepares relevant reports for the Airports Commission, Mayor, Federal Aviation Association and other related outside agencies.
9. Develops business contacts and lists of qualified businesses to expand potential bidders in all areas of Airport contracting, such as architectural, engineering, retail, car rentals, parking garage, restaurants, etc.

CLASS TITLE: AIRPORT BUSINESS DEVELOPMENT COORDINATOR CODE: 9245

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply" (CSC Rule 9)

Knowledge, Ability and Skills: Strong knowledge of business organization, planning and operations principles and practices; small business programs, resources, issues and legislation; business development principles, practices and programs in the areas of concessions, professional services, construction and procurement; and public relations principles and practices.

Ability to: Analyze and research issues pertaining to small business development; communicate clearly and effectively both verbally and in writing; work effectively with broad groups of constituents and upper-level management personnel; explain and interpret standards and resolve differences; prepare and present clear and concise reports and documents; and make effective oral presentations.

Skills: Discretion, good judgment and skill in developing work methods and procedures within an established policy.

ADOPTED: 2-3-92

#4290c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT EMERGENCY PLANNING COORDINATOR CODE: 9247

CHARACTERISTICS OF THE CLASS:

Under general direction, designs, plans and tests response procedures to ensure the effective mobilization of protective, safety and relief services for the Airport in emergencies or disasters; conducts drills and exercises for responses to such emergencies as air crash, air turbulence, air piracy, bomb threats, hazardous material spills, counter-terrorism, structural fire and major natural disasters; serves as liaison to Airport staff, airlines, tenants, the Federal Aviation Administration and emergency relief organizations in coordinating emergency procedures and exercises; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification is located in the Methods and Procedures Section of the Airport Operations Division. The incumbent, reporting to the Assistant Deputy Director of Operations, is responsible for developing, testing and evaluating procedures for maximum preparedness to respond to any emergency or disaster at the San Francisco International Airport. The incumbent must be available on call on a 24 hour basis.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed (CSC Rule 7).

1. Coordinates with Airport management, division personnel and local emergency planners in the development of plans to respond to emergencies or disasters at the Airport; formulates emergency mobilization procedures to utilize Airport, local law enforcement, and public and private safety resources in the event of emergencies or disasters; directs the mobilization of Airport resources, including personnel, in response to emergency contingencies.
2. Designs and conducts emergency exercises and drills in order to train and rehearse Airport and airlines personnel, tenants and emergency relief organizations in Airport requirements in a wide variety of disaster contingencies.
3. Prepares and directs the preparation and publishing of exercise orders and procedural manuals for the conduct of each exercise and drill; ensures updated disaster plans.
4. Evaluates exercises and actual emergency response results with participants and management in order to improve future Airport response procedures; implements procedural changes in exercises and drills to incorporate improvements.
5. As assigned, represents Airport management in coordination of Airport emergency and disaster management plans with the Federal Aviation Administration, law enforcement agencies, Customs, airlines and other tenants, and emergency relief organizations.

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CLASS TITLE: AIRPORT EMERGENCY PLANNING COORDINATOR CODE: 9247

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: the development and coordination of aviation emergency planning and disaster resources allocation; techniques for evaluating emergency response procedures.

Considerable ability to: identify the necessary responses to emergency situations at an airport and insure that appropriate plans have been prepared and tested to produce those responses; design, conduct and evaluate emergency drills and exercises; think and act quickly in emergency situations; speak and write effectively; perform efficiently under conditions of severe stress.

License: Requires possession of a valid California Drivers' License.

ADOPTED: 3/6/89

#4052c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT FACILITIES SERVICE MANAGER CODE: 9248

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, controls, coordinates, and supervises general services operations in Airport facilities in order to efficiently maintain these facilities for safety, cleanliness, attractiveness, and convenience of the traveling public; formulates goals and plans for improvement of operating procedures in order to achieve even higher standards of service to the public; develops staffing patterns, job content, and work load for a division of service personnel.

DISTINGUISHING FEATURES:

This classification carries overall responsibility for service operations and maintenance of Airport terminal interiors and other Airport buildings and facilities. The employee in this class manages a large division of service activities and personnel. This position is distinguished from Airport Maintenance Superintendent in that the Airport Facilities and Services Manager is generally concerned with interior maintenance instead of exterior maintenance and has greater service orinetation to facilities operations.

EXAMPLES OF DUTIES:

1. Plans, organizes, coordinates and supervises through subordinate personnel the activities of employees engaged in performing various general services including custodial services for Airport facilities; develops, interprets, and implements policies, procedures, and departmental directives.
2. Develops and recommends staffing patterns, job content, and work load for the division personnel; develops standards and performance criteria for service operations; conducts regular inspection tours of facilities with subordinate supervisory staff.
3. Analyzes work methods in order to maintain and improve service levels; prepares periodic and annual reports of work performance and services rendered.
4. Initiates and maintains contacts with other divisions, Airport tenants, public and private agencies, with groups such as labor organizations, vendors or with the general public; investigates, analyzes and responds to complaints and takes appropriate corrective action; exchanges information or explains service procedures and regulations; resolves conflicting operational needs.
5. Implements a system of reporting and record-keeping to maintain adequate cost control of all phases of operation and servicing of Airport facilities.
6. Directs and reviews the work of supervisory personnel; enforces established regulations and disciplinary measures; coordinates and directs a comprehensive in-service training program.

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7. Inspects buildings, adjacent areas, and equipment to determine need for repair; develops specifications for contract services and consults with contractors for compliance to specifications; directs and inspects contract work.

8. Makes annual budget recommendation; evaluates new equipment and supplies; reviews and authorizes requisitions for supplies.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of: a baccalaureate degree from an accredited college or university with major course work in business administration, industrial relations, industrial management or a related field; five years of management or supervisory-level experience in a large property management, general services or public works oriented organization which has included responsibility for the operation, service, and maintenance of a large facility. Additional qualifying experience may be substituted for the education on a year for year basis.

Knowledge, Ability and Skills: Comprehensive knowledge of: the functioning of a large facility and the operation and services connected with facilities management; ability to: manage and supervise the activities of a division of service personnel and to organize and direct subordinates with firmness and integrity; maintain cooperative relationships with key personnel in other divisions, tenants, and administration; supervise the maintenance of a wide variety of records and to effectively write reports to management concerning facilities and services rendered; skill in adjusting to changing service needs and stressful work situations; applying cost control techniques.

License: Requires California drivers license.

ADOPTED: 8-13-84

CLASS TITLE: AIRPORT MAINTENANCE SUPERVISOR CODE: 9250

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a group of subordinates engaged in general maintenance and repair activities of airport grounds and other facilities; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing existing policy, methods, rules and regulations governing the general maintenance and repair of airport grounds and other facilities; safeguarding and economical use of motorized equipment; keeping routine time and work records; making routine contacts with representatives of airport tenants, contractors and others to furnish or obtain information concerning general maintenance problems.

EXAMPLES OF DUTIES:

1. Supervises and assigns work to laborers, chauffeurs, operators of heavy equipment, and others engaged in maintaining and repairing airport runways, taxiways, roads, streets and other paved and unpaved areas, airport hangars and building aprons; lays out areas to be repaired and inspects completed work.
2. Supervises the rebuilding of ramps, repairing of expansion joints and stairways due to settlement; supervises the repair, replacement and cleaning of water service lines, drainage facilities and equipment, power and light poles; supervises the excavation and backfilling of pull boxes, duct lines, runway lighting fixtures and appurtenances.
3. Orders all necessary material and supplies for general maintenance activities.
4. Supervises the application of weed killers to landscaped areas, cleaning of roofs, drains and gutters on buildings; sorting and care of surplus and salvage materials, supplies, equipment and machinery.
5. Interprets plans, drawings and instructions regarding drainage problems on maintenance work.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by five years of experience in paving and grading construction work, including at least two years at a supervisory level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the operation of heavy equipment used in construction work; the various types of asphalt and aggregates; safety procedures related to the operation of a large airport terminal.

Requires ability to: assign and supervise the work of a large group of subordinates; follow written and oral instructions.

Licenses: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Airport Maintenance Superintendent

From: General Laborer Foreman

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: PUBLIC RELATIONS MANAGER **JOB CODE: 9251**
Business Unit: COMMN

DEFINITION:
Under general direction, this single position class of Public Affairs serves as the public/diplomatic relations manager at the San Francisco International Airport. This position assists the Airport Director, and the Director of Public Affairs in developing a comprehensive plan of action as it relates to presidential and diplomatic events, public service campaigns, Airport public relations projects, and joint events with other local government agencies, City departments, and/or business entities. This class may serve as a board member for various campaigns and is responsible for communication functions as the spokesperson and coordinator of public and special events for the Airport. Duties include the composition and editing of various publications, the coordination of events such as groundbreaking activities, and representation of the Airport in various forums. In addition, this position is responsible for representing the Airport Director and assists in writing, planning, managing, and executing proper etiquette for participation of public officials, heads of state, foreign diplomats at local, state, and federal levels, community leaders, and the media.

SUPERVISION EXERCISED:
This class may lead or supervise a staff of several hundred Airport staff and contractors during certain events. This class may serve as a unit manager and may supervise professional, technical, and/or administrative staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Independently plans, organizes, supervises, and coordinates all overall events relating to Airport activities, such as construction groundbreaking, new airline entries, new airplanes types, honoree events, tenant grand openings, special events at the Airport, etc. Also plans for Airport security, equipment, seating, agenda, press, VIP notification, and traffic/parking, etc.
2. Assists the Director of the Bureau of Public Affairs in making and recommending policy and/or administrative decisions affecting the management of the Bureau.
3. Implements the Bureau's annual programs and goals, construction project information, Bureau's quarterly budget review and justification.
4. Acts as liaison with San Francisco and San Mateo Convention and Visitors Bureaus to track visitor information and usage of Airport facilities. Also reviews and recommends requests from these agencies for financial and informational support to Airport Director. This position serves as a member of these committees and prepares quarterly reports for the Airport Director.
5. Functions as the Employee Campaign Director/Coordinator in executing multiple annual City of San Francisco employee campaigns and serves as a member of the Board of Directors for these campaigns.
6. Supervises and coordinates the Airport's recycling programs for nearby Bay Area Counties Unified Schools. Also prepares publicity documents pertaining to the program and meeting with officials to discuss arrangements for the Airport's donation.
7. Prepares speeches for upper management and answers public complaint letters specific to an incident or to any event/activity including referrals to Airport tenants.
8. Functions as Airport publications editor in writing, reviewing, and supervising updates of all publications and is responsible for budget management for sub-contractors working on publications being updated through the Bureau of Public Affairs.

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9. Supervises and or participates in preparation and composition of publications and other documents such as press releases, budget reports, brochure updates including coordinating all aspects of the publication process from editing, style, and reproduction.
10. Enforces and implements the Airport's overall standards for publications including editing for format, grammar, and context.
11. Revises and updates any Airport publications regarding any changes in Airport services and facilities, as necessary.
12. Supervises and coordinates distribution and resale of Airport Commission exhibition publications.
13. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: public policy process, local/regional government and environmental issues; legislative process and procedures at local, state, and federal levels; public sector business and administrative practices; principles and techniques of event planning and implementing a community relations program; policies, procedures and operation of the Airport; principles, techniques, and practices of effective public relations programs.

Ability to: work independently and with the public, airline industry, governmental agencies, media, and community organizations in a tactful, diplomatic manner; manage projects to achieve established goals; use prudent judgement in analysis and solution of sensitive and difficult community relations and public relations programs; organize and coordinate special event functions, including ceremonies, press conferences, honoree functions, etc.

Skill in: technical writing and public speaking skills in public forums; organizing and performing analytical research; preparing clear, concise reports for specific needs and audience; presenting information effectively and representing the Airport before groups and organizations; interpersonal communication and negotiation skills for dealing effectively with a wide range of people and concerns as well as resolving public complaints.

Experience And Training Guidelines:

Experience: Five years of experience in public affairs, community relations, international relations or a related field with advanced skills in interfacing with elected public officials at domestic and international levels; public speaking in various public forums; event planning and coordination; technical writing and editing of articles, advertising, brochures, informational pamphlets, exhibition publications, newsletters, and press releases.

Training: Possession of a Bachelor of Arts or Science Degree in Journalism, Communications, Public Administration, Political Science, Sociology or a related field from an accredited college or university.

License or Certificate: Possession of a valid driver license.

Special Requirements: Incumbents in this class must work on on-call assignments, which involve around-the-clock, weekend and holiday work. Due to the nature of this work, mandatory overtime is required.

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SAN FRANCISCO CIVIL COMMISSION

CLASS TITLE: AIRPORT MAINTENANCE SUPERINTENDENT CODE: 9252

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the general maintenance and repair of airport grounds, buildings and other facilities, including automotive and motorized equipment; exercises general supervision through subordinate supervisory assistants over skilled and unskilled workers engaged in maintaining and repairing airport facilities; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position classification which reports directly to the Deputy Director, Operations and Maintenance, Airports Commission. It is distinguished by its responsibility for directing the maintenance section of the Facilities, Operations and Maintenance Division.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, schedules, and supervises through subordinate supervisory personnel the work of skilled and unskilled workers engaged in the maintenance and repair of Airport facilities including runways, taxiways, ramps, water systems and high voltage equipment; landscaping of grounds; custodial maintenance; and upkeep of buildings. Coordinates maintenance and repair work so that it will not interfere with the normal operations of the Airport, airlines and Airport tenants.
2. Monitors work in progress for compliance with plans, safety procedures, and quality; inspects terminal buildings, roadways, runways, taxiways, ramps and sidewalks to identify safety hazards, deterioration, needed repairs, and cleanliness; makes recommendations for repairs.
3. Supervises the maintenance and repair of Airport vehicles, trucks, heavy equipment and miscellaneous motorized machinery, contracts for major repair of automotive and construction equipment.
4. Compiles and monitors annual maintenance budget for personnel materials, supplies and equipment; estimates costs for maintenance work; initiates, reviews and approves requisitions for materials and supplies; approves revolving fund expenditures for maintenance materials and supplies; maintains inventory of equipment; controls expenditures so that allotments are not exceeded.
5. Supervises the salvaging of materials and equipment; prepares specifications for maintenance equipment; reviews and approves bids received by the Purchasing Department for new equipment.
6. Directs and inspects contract work relative to the general maintenance of grounds and building repair; reads and interprets plans and specifications for maintenance work.
7. Attends special and regular Airport department staff meetings.

CLASS TITLE: AIRPORT MAINTENANCE SUPERINTENDENT CODE: 9252

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: the common trades and their practices, materials and equipment used in construction and repair of Airport grounds, equipment, buildings and structures; the operation of heavy equipment used in construction work; the various types of asphalt and aggregates; the safety procedures related to the operation of a large airport terminal; good knowledge of the principles of effective management including a working knowledge of fiscal practice and supervision.

Ability to: plan, organize and direct a large and varied building and grounds maintenance and repair program; coordinate maintenance and repair activities to ensure continual normal operation and functioning of the various department services; prepare and maintain detailed operational, statistical and related records and reports; deal courteously, tactfully and effectively with airport tenants, general public and others; assign, supervise and review the work of subordinates.

License: Requires possession of: a valid state motor vehicle operator's license; a valid second-class radio-telephone operator's license.

AMENDED: 12/18/61; 4/4/88

#4030c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, BUREAU OF COMMUNITY AFFAIRS CODE: 9253

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and administers the Airport's community relations program; heads the Bureau of Community Affairs; coordinates Airport participation in the monitoring and control of the impact of Airport activities on the environment, surrounding communities and the general public; keeps abreast of environmental legislation affecting Airport operations; acts as liaison between the Airport and various community groups and organizations on matters of environmental concern and performs related duties as required.

DISTINGUISHING FEATURES:

The Director, Bureau of Community Affairs is distinguished from other classes in the public relations field by its responsibility to assist Airport management in the formulation of a complete public and community relations program. The employee in this class, reporting to the Director of Airports, will also have responsibilities in such diversified areas as environmental impact, noise-monitoring and abatement and tenant affirmative action policies and programs.

EXAMPLES OF DUTIES:

1. Plans, organizes and directs a comprehensive community relations program for the San Francisco International Airport; advises Airport management on appropriate policies and procedures concerning the impact of external environments on airport operations and surrounding communities.
2. Directs and develops monitoring procedures for Airport management to mitigate recognized environmental hazards; gathers and provides information to Airport management on environmental legislation and community-related issues.
3. Advises and assists in the establishment of maximum noise levels for the air carriers and develops a noise-abatement program which will systematically insure the Airport's compliance with Federal Aviation Administration regulations and serve to reduce the noise impact identified outside the established noise-impact areas.
4. Represents the Director of Airports at meetings of various community groups, environmental and governmental agencies and related organizations; acts as liaison to various groups on behalf of Airport management.
5. Responds to inquiries and complaints relating to Airport operations, environmental impact and related areas of public concern.
6. Coordinates the drafting and release of all media information; assures that articles and other public information reflect the Airport's initiative in developing innovative, service-oriented programs.
7. Prepares articles for various trade journals which illustrate the Airport's leadership in the development of progressive service and management of Airport operations.
8. Produces brochures which describe the services and facilities available at the Airport; designs a public information program to encourage increased utilization of public transportation to and from the Airport.
9. Develops a tenant-oriented affirmative action program with special emphasis on increasing the number of minority-owned concessions at the Airport; encourages progressive affirmative action policies by all Airport tenants.

LASS TITLE: DIRECTOR, BUREAU OF COMMUNITY AFFAIRS CODE: 9253

IMUM QUALIFICATIONS:

Training and Experience: Possession of a bachelor's degree from an accredited college r university in journalism, public or business administration, or related field. Three ears of progressively responsible experience in community affairs within the public sector r in a government agency which includes the preparation of media releases, the implementa- ion of affirmative action programs, and the evaluation of environmental-impact statements; r an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a general knowledge of: environmental egislation relating to air quality and water pollution control programs; fuel and energy onservation programs and methods; the principles, techniques and practices used in the onduct of effective public relations programs.

Requires the ability to: use prudent judgement in the analysis and solution of ifficult community relations and public relations problems; translate communications concepts nd ideas into an effective public and community relations program; relate to community rganizations and the general public with sensitivity and effectiveness; speak effectively n public; prepare complete and concise reports; select the proper communications medium or the most effective news coverage; prepare departmental budgets; supervise administrative unctions.

No normal lines of promotion - position exempt from examination under the provisions f Charter Section 3.692.

EW CLASS

OPTED: 10-20-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT TO THE DIRECTOR, BUREAU OF COMMUNITY AFFAIRS CODE: 9254

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Director, Bureau of Community Affairs, in the planning, implementation and coordination of the Airport's Community Affairs Program; performs research and prepares reports on community related issues, industry practices and passenger services; acts as liaison between the Airport and various community groups and organizations as assigned; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class serves as assistant to class 9253 Director, Bureau of Community Affairs, in the development of a comprehensive public and community relations program for the San Francisco International Airport. The incumbent researches and recommends on issues related to the Airport and the community; prepares drafts of news releases, articles and reports; establishes and maintains relationships with community groups, the media and legislative bodies. Additionally, the incumbent manages the daily operations of the Community Affairs' Office, including budgeting, purchasing, maintenance of records and supervision of subordinate staff.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Researches and analyzes airport and airline industry practices and procedures, pertinent legislation, and issues dealing with the community and passenger service; prepares proposals for improvements related to community interests and issues; prepares management and administrative reports; assists in policy development and long range planning.
2. Oversees the preparation and maintenance of Bureau records; prepares and administers section budget; coordinates purchasing activities.
3. Serves as liaison with Airport staff, community groups, legislative bodies and the media as assigned; acts for the Bureau Director in his/her absence; represents the Director at various community, organizational or governmental meetings when required.
4. Monitors Airport projects and special events with the goal of developing and maintaining excellent community relations; works with Airport sections to coordinate informational activities, especially those concerned with noise monitoring and abatement; manages the Airport's Tour Program by scheduling arrangements for all tours; oversees VIP movements, holiday festivals and various other functions.
5. Prepares and issues press releases and articles concerning the Airport's role in the community, current issues and relevant legislation; produces or assists in the production of various Airport brochures and publications; responds to the complaints or requests for information from the public.

CLASS TITLE: ASSISTANT TO THE DIRECTOR, BUREAU OF COMMUNITY AFFAIRS CODE: 9254

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: the principles and techniques of planning and implementing a community relations program; the policies, procedures and operations of the Airport, including current noise abatement practices and law; the techniques used to develop an effective media/publications program; administrative principles and practices.

Ability to: work with the public, the airline industry, governmental agencies, and community organizations in a tactful, diplomatic manner; communicate well orally in public forums and in writing; perform analytical research and prepare clear, concise reports including technical information; present information effectively to the news media and represent the Airport before groups and organizations.

ADOPTED: 6/19/89

#4062c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ECONOMIC PLANNER CODE: 9255

CHARACTERISTICS OF THE CLASS:

Under general direction is responsible for performing a variety of analytical duties relating to economic and business planning and development at the San Francisco International Airport; studies long-range forecasts and trends in the airline industry; maintains the Airport master plan, and performs related duties as required.

DISTINGUISHING FEATURES:

The Airport Economic Planner is responsible for assisting Airport management in long range financial, planning and development activities. The incumbent in this position is expected to analyze and interpret trends and developments in the airline industry and their impact on Airport operations. This employee utilizes the resources of the Airport's various operating units in gathering data and other information for Airport management.

EXAMPLES OF DUTIES:

1. Analyzes airline rates and charges for Airport services; analyzes trends in the commerical aviation industry; determines the impact on utilization of airport facilities.
2. Develops a long-range economic plan for the Airport which identifies alternative environments in which the Airport will operate; anticipates financial, regulatory and social constraints on Airport development; presents detailed reports and recommendations on appropriate courses of action.
3. Participates in the preliminary and final cost estimates of capital improvements and facilities development; assists in the maintenance of the Airport capital improvement plan; develops guidelines for capital expenditures based on the analyses of Airport income from current and projected rates and charges.
4. Reviews requests for capital expenditures submitted by operating staff and makes appropriate recommendations to Airport management on capital outlays.
5. Conducts economic feasibility studies for a variety of physical plant improvements; maintains the existing Airport master plan; may propose changes to Airport management.
6. Maintains an on-going liaison with operating, planning, and facilities sections of the Airport concerning long-range Airport planning and development activities.
7. Assists Airport management in drafting annual revenue and budgetary reports; assists in the preparation and review of Airport applications for funds and grants.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires the completion of a four year college or university with a baccalaureate degree, with major course work in economics or engineering or a closely related field. Possession of a Master's degree in finance or business administration is desirable.

Requires five years of progressively responsible experience performing management functions in an airport or comparable organization including some experience in physical plant and environmental planning, or an equivalent combination of training and experience. Experience in economic forecasting is desirable.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ECONOMIC PLANNER CODE: 9255

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a variety of analytical duties relating to economic and business planning and development at the San Francisco International Airport; analyzes, recommends and negotiates the financing of new Airport facilities; assesses the economic impact of current and proposed development projects; and performs related duties as required.

DISTINGUISHING FEATURES:

The Airport Economic Planner reports to the Assistant Deputy Director of Business and Finance in the Airport's Business and Financial Planning Section. The incumbent analyzes and interprets trends and developments in the airline industry and their economic impact on Airport operations. He/she prepares financial projections for capital improvement projects, negotiates financing terms, and advises tenants in the sale of Airport Revenue Bonds.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Analyzes airline rates and charges for Airport services; analyzes trends in the commercial aviation industry and aviation support industries; determines the economic impact of new development projects; analyzes the economic viability of alternative development options and presents recommendations thereon.
2. Develops detailed financial projections for new development projects; prepares cash-flow projections, net present value and cost benefit analyses relevant to the negotiation of development agreements.
3. Participates in the preliminary and final cost estimates of capital improvement and new facilities development; reviews alternative sources of capital funding for new Airport facilities; prepares recommendations for management regarding capital financing options; negotiates capital financing terms with Airport tenants, developers or management firms; assists in the coordination of the sale of Airport Improvement Corporation Bonds to obtain necessary capital financing.
4. Reviews preliminary and final cost estimates for the development of new Airport facilities; establishes, disseminates, and monitors adherence to guidelines for the financing of development projects.
5. Conducts economic feasibility studies for a variety of physical plant improvements; analyzes the economic impact of proposed new airline services.
6. Maintains an on-going liaison with operating, planning and facilities sections of the Airport concerning planning and development activities; coordinates with local, State and Federal agencies to obtain grant funding for new facilities; monitors International Trade Agreement Bilateral Negotiations regarding airline route authority and drafts policy statements to be used in negotiations.

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CLASS TITLE: AIRPORT ECONOMIC PLANNER CODE: 9255

QUALIFICATIONS:

The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires a thorough knowledge of: statistical and analytical methods; report and contract preparation; airport development planning; financial and accounting principles; procedures and guidelines for drafting and submission of grant applications and funding; physical and environmental planning techniques and procedures.

Requires the ability to: collect, interpret and analyze data pertinent to airport development; prepare clear and concise reports with recommendations and adequate suporting data; visualize and formulate general plans for airport development; analyze, recommend and negotiate financial terms for development projects; speak effectively and deal tactfully with representatives of the various Airport operational units, governmental agencies and the general public.

ADOPTED: 3-17-80

AMENDED: 3-20-89

#4069c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ASSISTANT DEPUTY DIRECTOR, OPERATIONS CODE: 9256

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Deputy Director, Operations, in administering Airport operations activities related to such essential areas as emergency coordination, communications, provision of duty management, and continual safety and security measures; and performs related duties as required.

DISTINGUISHING FEATURES:

The two positions in this class manage major sections or programs of the Operations Division of the Airport and report to the Deputy Director, Operations. One position has primary responsibility for Airport communications, airfield management, emergency coordination, disaster planning and methods and procedures. The second position has primary responsibility for Airport duty management, noise abatement and special projects.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assists the Deputy Director, Operations, in developing and implementing Airport operational policies and procedures to ensure the efficient operation and optimum safety and security of all facilities under the jurisidction of the Airports Commission; confers with the Deputy Director or the Director concerning policies, programs and activities; makes policy recommendations where relevant.
2. Develops, directs and coordinates major programs and functions of the Operations Division, such as communications, emergency coordination, airfield management, methods and procedures, duty management, terminal management, noise abatement, special projects and other activities as assigned; is responsible for the selection, training, supervision, and evaluation of subordinate personnel.
3. Devises, coordinates, interprets and enforces rules and regulations concerning Airport operations and safety; establishes compliance policies and procedures regarding all City, State and Federal regulations, including the Federal Aviation Administration Certification and Security Regulations; develops and implements airfield, roadway and building inspection procedures; directs preparation and maintenance of operations directives and manuals, the emergency procedures manual and the Airport Disaster Plan.
4. Directs the preparation, review and implementation of the Airport's Emergency Plan; establishes and coordinates procedures to ensure optimum functioning among Airport safety personnel, emergency personnel and representatives of other agencies during crisis situations.
5. Administers the Airport's communications center, including a central telephone system, public information center and a computerized fire and emergency-alarm system.

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CLASS TITLE: AIRPORT ASSISTANT DEPUTY DIRECTOR, OPERATIONS CODE: 9256

EXAMPLES OF DUTIES: Cont.

6. Implements and coordinates a noise abatement program; reviews and coordinates noise abatement procedures and data collection with the noise abatement officer; develops approaches to noise problems; prepares related reports and correspondence; directs the duty coordination of airport-wide functions; coordinates management of the Airport between shifts and in off-hours; represents the Airport at legal proceedings, hearing, community meetings, and other similar forums to provide technical assistance to Airport legal representatives.

7. Investigates complaints from the public and/or Airport tenants concerning operations; notifies tenants of Airport regulations and coordinates the implementation of policies and procedures; conducts studies, gathers data and makes recommendations to improve Airport safety, security and communications; analyzes reports and prepares recommendations regarding passenger, terminal and aeronautical operations; represents the Deputy Director, Operations, as assigned; participates in union negotiations as required and maintains liaison with the Federal Aviation Administration, airlines, airport tenants and others.

QUALIFICATIONS:

The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: A comprehensive knowledge of: management and administrative techniques as applies to airport operations; security, airport and emergency communications; aircraft flight and air traffic control procedures; governmental rules and regulations affecting airport operations and security; airport equipment and navigational aids; budget development and administration and personnel administration.

Ability to: manage and/or administer a key operating area; plan, coordinate and direct work of subordinates; analyze and report upon operating conditions and problems; recommend appropriate solutions; deal tactfully and effectively with government officials, airport tenants, employees, union officials, senior management level staff, and the general public; prepare and present concise and comprehensive reports.

ADOPTED: 10-4-62

AMENDED: 1-9-89

#4043c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ASST. DEPUTY DIRECTOR, BUSINESS AND FINANCE CODE: 9258

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Airport Deputy Director, Business and Finance, in administering airport business and finance activities; represents the Airports Commission before administrative officials, legislative bodies and other groups and agencies in interpreting the business management and financial policies of the Airports Commission; and performs related duties as required.

DISTINGUISHING FEATURES:

The two positions in this class administer or coordinate assigned activities, special projects or programs in the Business and Finance Division. The incumbents report to the Deputy Director, Business and Finance. One position has primary responsibility for monitoring, analyzing and preparing recommendations for the Airports Commission regarding pertinent legislation; coordinating special projects; and managing business enterprise programs and the concession operations audit program. The second position has primary responsibility in heading the functional areas of budget administration and analysis, marketing analysis and development, capital financing, rate analysis and negotiations, and bond fund management.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assists the Deputy Director in coordinating or administering the financial and business activities under the jurisdiction of the Airports Commission.
2. Supervises and participates in the preparation and maintenance of financial, business, legislative and related records and reports, including the annual revenue and expense budget; reviews revenue and expenditure accounts; performs risk management functions; prepares reports, audits and analytical studies on division and airport operations.
3. Supervises the maintenance of a financial plan for capital project funding; coordinates the sale of airport bond issues; directs and coordinates the preparation and analysis of airport statistical records and reports as a basis for making recommendations to the Airports Commission, the Federal Aviation Administration and other agencies.
4. Performs rate analysis for the optimal negotiation of rates, bond financing and budgeting with airlines and tenants; negotiates or recommends provisions of lease agreements with major tenants; drafts, negotiates and manages contracts for professional services; reviews and approves proposals for new concession operations and prepares recommendations; coordinates business and finance interaction with airport tenants and concessionaires; manages programs in auditing concession operations.
5. Analyzes pending legislation for its political, operational or financial effects on the airport; forecasts probable effects and recommends official policy position on legislation pertinent to the City and County of San Francisco for approval by the Director of Airports and the Airports Commission.

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CLASS TITLE: AIRPORT ASST. DEPUTY DIRECTOR, BUSINESS AND FINANCE CODE: 9258

EXAMPLES OF DUTIES: (continued)

6. Assists the City's State and Federal lobbyists and the Airport Operators' Council International Lobbyist in representing the Airports Commission before official bodies and agencies; prepares position papers for senior airport staff, the Airports Commission and the Mayor.

7. Monitors general trends in the airport/airline industry; maintains contacts with senior officials at other airports; prepares reports on significant trends and developments.

8. Administers business enterprise programs; coordinates special projects and programs as assigned, including preparation of annual report, economic impact studies, and passenger surveys.

9. May represent the department at meetings and conferences of aviation committees and associations, chambers of commerce, governmental agencies and other groups; acts for the Deputy Director, Business and Finance, as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: general airport management and administrative principles; revenue and expense analysis and management; staitstical analysis; economic and financial analysis and planning; legislative analysis; contract management skills; negotiating techniques; principles and practices of airport property management; the municipal bond market and the structuring and sale of tax-exempt bonds; and a working knowledge of accounting principles and practices.

Ability to: perform risk management analysis; plan, coordinate and direct the work of subordinates; deal tactfully and effectively with government officials, representatives of outside groups and interests, tenants, employees, the general public and others at all levels of government concerning business activities; prepare clear, concise and comprehensive technical reports, correspondence and proposals to political bodies.

ADOPTED: 10-4-62

AMENDED: 11-17-80

AMENDED: 1-9-89

#4042c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT ASSISTANT DEPUTY DIRECTOR, FACILITIES OPERATIONS AND MAINTENANCE CODE: 9260

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Deputy Director, Facilities Operations and Maintenance in managing and administering assigned sections essential to the operation and maintenance of the Airport's physical plant; identifies, develops and recommends plans for improvements to Airport facilities; directs programs and monitors completed projects; makes continuing contacts with administrative officials, legislative agencies and others; prepares, reviews and recommends upon high-level or complex reports; and performs related duties as required.

DISTINGUISHING FEATURES:

The two positions in this class administer assigned sections of the Facilities Operations and Maintenance Division of the Airport and report to the Deputy Director, Facilities Operations and Maintenance. One position is primarily responsible for directing the maintenance of all Airport facilities and for managing administrative engineering activities, including quality control, contractual services, coordination and scheduling of projects; the second position is primarily responsible for managing and directing an environmental control section, encompassing all Airport environmental control programs and functions.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs the allocation, management and control of manpower, equipment and material resources required to maintain the Airport's physical plant in good operating condition.
2. Directs staff in the planning, design and quality control of project activities, additional or alterations to existing Airport facilities; supervises the review and approval process of tenant construction projects to determine compliance with Airport standards as required.
3. Directs the administration, coordination and scheduling of maintenance, related contracts and existing facilities construction and engineering projects; retains, directs and reviews the work of engineering consultants; monitors contractor's performance and prepares reports on completed projects.
4. Makes recommendations to the Deputy Director on the annual operating budget; helps develop and maintain a viable capital improvement program and operating budget; initiates the planning process for and monitors progress of both unbudgeted and budgeted projects; assists in planning, directing, funding and securing approval for short and long-range capital and maintenance projects.
5. Plans, organizes, directs and budgets for the operations of the Environmental Control Unit of the Facilities Operations and Maintenance Division.

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CLASS TITLE: AIRPORT ASSISTANT DEPUTY DIRECTOR, FACILITIES OPERATIONS AND MAINTENANCE CODE: 9260

EXAMPLES OF DUTIES: (Cont.)

6. Directs the operation and maintenance of all sewage and industrial waste treatment facilities, including the sewage, industrial waste and drainage collection systems, pumping stations, sewage and industrial waste treatment plants and deep water disposal system; directs the water quality control section responsible for performing water quality control, water pollution abatement and source control functions.

7. Directs programs related to air quality and mechanical maintenance, hazardous materials, safety and energy conservation; supervises activities concerning all underground tanks and pipelines; confers and corresponds with airlines, federal, state and other governmental agencies regarding all toxics, hazardous materials and water pollution abatement issues.

8. Establishes and maintains effective working relationships with employees, clients, tenants, and the public; assists the Deputy Director in administrative and management issues; represents the Airport and/or the Deputy Director in authorized industry associations, meetings and before governmental entities as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: the operation and maintenance of Airport facilities; engineering principles, theories and techniques; standards of construction for Airport facilities; demographic and economic trends affecting Airport operations; applicable governmental rules and regulations affecting Airport operations and environmental control issues; general management and personnel methods and practices. The position managing environmental control requires a knowledge of water systems, sewage and industrial waste treatment processes and facilities, and hazardous materials management and storage procedures; may require possession of an appropriate grade-level certificate as a Wastewater Treatment Plant Operator issued by the California Water Resources Control Board.

Considerable ability to: analyze, plan, coordinate, direct and evaluate the work of subordinates; deal tactfully and effectively with government officials, representatives of outside groups and interests, tenants, employees, the general public, and others at all levels of government or business activities; communicate effectively orally and in writing.

ADOPTED: 3/3/66

AMENDED: 10-17-88

#4002m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TERMINAL CONSTRUCTION PROGRAM ADMINISTRATOR CODE: 9261

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, is responsible for the overall direction and administration of a large and complex airport construction program; performs significant administrative and fiscal functions in connection therewith; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position class at the San Francisco International Airport, with major responsibility for coordinating, approving, and executing policies and methods affecting a large and complex airport construction program. This class represents airport management and makes presentations before local, regional, state and federal agencies, legislative bodies and citizen and business organizations regarding airport construction programs.

EXAMPLES OF DUTIES:

1. Develops and implements general policies, procedures, and priorities in managing a large and complex airport construction program or series of programs.
2. Develops the overall program plan, including organization, coordination, and control capabilities, in the execution of a comprehensive construction program.
3. Acts in the capacity of chief liaison officer with regard to construction activities between the Airport and other City Departments, local governmental entities, state and federal governments, and other agencies and parties as required.
4. Organizes, coordinates and reviews difficult technical requirements in connection with airport management's over-all policies regarding construction activities.
5. Confers with and directs subordinates relative to all aspects of the construction program.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree in engineering, business administration, accounting, construction management, or a related field.

Requires ten years of progressively responsible experience in the administration of large and complex construction projects; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires the knowledge, ability and skills necessary to direct all aspects of a construction program including planning, fiscal, personnel, engineering, architectural, and other resource requirements.

PROMOTIVE LINES:

No normal line of promotion-position exempt from examination under provisions of the Charter.

ADOPTED: 6-4-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: AIRPORT GENERAL MANAGER CODE: 9262

CHARACTERISTICS OF THE CLASS:

Subject to top management approval, is responsible for planning, organizing, directing and administering all phases of airport and aeronautical activities; makes recommendations to the public utilities commission on airport policy and management problems; represents the airport department at meetings and conferences; and performs related duties as required.

Requires major responsibility for: coordinating, developing, approving and executing policies and methods of the airport department; effective and economical use, operation and maintenance of all airport properties through effective management and budgetary control; making continual personal contacts with administrative officials, legislative bodies, representatives of outside interests and groups and others to establish and maintain good public relations involving difficult and complex negotiations, interpretation of policies, rules and regulations governing airport and aeronautical activities; reviewing and approving reports of highly specialized and technical, operational and other activities; the exercise of exceptional administrative ingenuity, sound judgment and analysis in reaching decisions on unusually specialized and complex management problems.

EXAMPLES OF DUTIES:

1. Directs all the activities of the San Francisco International Airport, including operations, maintenance, fiscal, financial, personnel and other activities.

2. Directs the enforcement of rules and regulations and approves policy on airline operational methods and procedures governing common use of facilities.

3. Confers and negotiates with airlines, federal officials and others regarding the use of airport facilities, or delegates such functions to airport staff.

4. Confers with airport consultants and airport architects and approves their reports on master planning, design and construction of airport improvements.

5. Reviews, approves and coordinates division head budget recommendations before submission to the public utilities commission.

6. Administers commission policy with respect to route hearings before the civil aeronautics board and confers with the city attorney's office concerning the presentation of the city's official position.

7. Confers with various city departments, bureaus, divisions and federal government representatives concerning legal, fiscal, and operational matters affecting the airport.

8. Represents the airport before community groups, service organizations, civic committees and technical industry organizations.

9. Prepares important, complex and technical correspondence relative to the airport's activities and operation.

10. Makes recommendations to the public utilities commission on matters affecting airport management and operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in business administration, airport management or a related field.

Requires ten years of management experience in government, business or property management; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the techniques of effective control and business relations; property management; airport economics, planning and development; principles of organization, management and supervision; labor relations problems and personnel management.

Requires considerable ability to: plan, coordinate and direct the work of subordinates; prepare clear, concise and comprehensive technical reports and recommendations as a basis for formulation of airport policy; deal courteously, effectively and tactfully with government officials, representatives of outside agencies and groups and others at all levels of government or business activities.

PROMOTIVE LINES:

No normal line of promotion - position exempt from examination.

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